

## INFORMATION TECHNOLOGY (IT)/ASSET CONFIGURATION MANAGER

### Project, Program, Change & Risk Management | Continuous/Process Improvement | High-Performance Teams

15+ years' experience driving growth by overseeing IT assets throughout the full lifecycle, including optimizing use and value of hardware and software. Certified IT Asset Manager, Professional Scrum Master, and Lean Practitioner with deep experience in IT asset management, procurement, and vendor management; excel at planning, monitoring, and recording asset data to ensure compliance with vendor contracts and organizational policies, as well as spearheading quality control and risk mitigation for assets. Well-versed in ServiceNow (CMDB, HAM, ITAM, and SAM modules) and SAP (ECC, GTS, and SRM). Managed six staff and \$3M budget.

#### *Key Strengths:*

Asset Acquisition, Maintenance & Disposal | Agile/ Six Sigma | SaaS | Requirements/Systems Analysis | Database Management | Hardware & Software Inventory Management | Process, Policy & Strategy Development | Compliance | Contract Negotiations | RFP | SOW Development | Root Cause Analysis | Empowering Leadership | Persuasive Communicator | Problem-Solving

### Selected Highlights

- **Onboarded client successfully at new MSP in security managed services space;** developed policies and procedures that supported ITAM program.
- **Brought awareness to security, compliance, and financial issues for client** by spearheading investigation and identification of discovery tools for collections of hardware and software inventories into configuration management database (CMDB).
- **Drove successful implementation of ITAM module in ServiceNow** at Hagerty after being hired as first Technology Asset Manager.

### Professional Experience

#### TEK Systems | Remote

#### **ITAM Solutions Architect | 4/24-Current**

Leading team in investigating and documenting existing processes related to hardware asset management in the preparation of ServiceNow HAMPro. Assisting in consolidating hardware data from internal sources and vendors to establish a "Golden Record."

- Developing the hardware lifecycle ITSM/ITAM program from the cradle to the grave.
- Building structure and architecture around enterprise IT Asset Management in preparation for ServiceNow HAMPro implementation
- Developing global processes for hardware disposal or lease returns.
- Implementing and managing a global asset tagging and data collection program.
- Building and defining programs for managing third-party hardware and software partners.

#### Wholepoint Systems | Remote

#### **ServiceNow ITAM Architect | 1/24-4/24**

Responsible for the redesign, implementation, performance, and reliability of the client's ServiceNow Software Asset Management (SAM) program. Advising and guiding the client in moving toward future state goals and objectives.

- Defining roadmap, project plan, and project-level milestones  
Managing project plan and tracking all action items to completion
- Facilitating customer's project-related meetings with team members and leadership.
- Collaborating with ITSM and development teams to achieve completion of the project plan
- Establishing Key Performance Indicators (KPIs) for measurement of success
- Documenting current state and system integrations
- Advising customers on ITAM – SAM industry best practices.
- Developing SAM policies and processes supported by industry best practices.

## Self-Employed (Confidential) | Remote

### **IT Asset Management Consultant | 7/23-12/23**

Led development of standard process documentation and policies for onboarding and support of three retail clients. Developed scalable documented process for onboarding new clients in back-end systems supporting IT asset managed service. Built and managed hardware, software, and SaaS asset repositories and CMDBs. Resolved errors by reviewing error logs for IT asset failures.

- Led numerous client-facing meetings related to IT asset management service.
- Improved client's reporting of IT assets.

## Hagerty | Traverse City, MI

### **Technology Asset Manager | 2/22-4/23**

Established and governed ITAM program within ServiceNow and integrated it into broader enterprise governance initiatives. Ensured IT asset data were formatted for automated solutions. Established and improved methodologies, strategies, and tools used to measure and monitor state of IT asset management across application development, cloud, endpoint, and user base landscape. Unveiled cost-saving opportunities by implementing SAM Pro in ServiceNow to ensure tracking and normalization of software licenses. Directed managed service contractors, consultants, and Hagerty cross-functional team. Managed \$3M budget.

- Developed and implemented organization-wide policies in support of ITAM program in collaboration with policy committee, serving as liaison to leadership.
- Facilitated effective controls, risk mitigation, and governance by seamlessly coaching six-member ITAM team to assess impact of potential adverse events.

## Jeld-Wen Windows & Doors | Charlotte, NC

### **IT Asset Manager | 3/20-2/22**

Led initiatives involving identifying and managing hardware and software, including establishing standard processes for onboarding and offboarding of all hardware. Standardized reporting for computer hardware using Lansweeper. Managed DFS leasing for North America for laptops and desktop computers. Managed \$10M budget. Supervised 10 employees.

- Enhanced customer satisfaction with delivery of hardware and software services in 12 months by efficiently developing workflows within ServiceNow alongside ServiceDesk.
- Fostered transition to enterprise implementation of SCCM.

## TIAA | Charlotte, NC

### **IT Risk Manager | 11/17-9/19**

Quarterbacked three operations-related continuous improvement projects and role re-engineering initiatives. Managed requirements gathering, documentation, and implementation of comprehensive control-related access and analytical solutions. Identified and defined process and control issues. Supervised four employees. Managed \$14M IT budget with team.

- Remediated known gaps by participating in projects to evaluate process and control gaps.
- Played vital role in creation of access roles according to business processes.

## UTC Aerospace Systems | Charlotte, NC

### **Supply Chain Commodity Management/ IT Commodity Manager | 2/15-11/17**

Guided enterprise IT organization through structured and negotiated buying. Improved terms by negotiating or re-negotiating all new or existing pre-merger contracts for Goodrich Corporation and Hamilton Sundstrand Corporation. Managed legal review process, quality control process charts, and process improvement activities for non-product supply chain. Oversaw four staff and \$14M budget with team.

- Ensured purchases fulfilled compliance, financial, and legal requirements by bridging IT management with suppliers.
- Generated cost savings by effectively serving as liaison between various groups and leveraging lean and ITAM background.

### **Supply Chain Senior System Analyst & Project Manager | 8/13-2/15**

Directed enterprise SCM Teradata Project reporting initiative, centralizing and harmonizing reporting across SCM organization. Developed reporting requirement with IBM consultants and internal customers for UTAS central supply chain. Administered end-user support for legacy Goodrich Aerolytix Supplier Portal reporting system. Supervised three employees.

- Improved accuracy and efficiency for departmental processes by developing standard project and work templates.

- Led reporting for blueprinting and development phases for SNC Supplier Portal.

## **Project Manager, Data Collaboration Tools | 1/13-8/13**

Solved issues that impeded sprint progress in collaboration with Scrum team and product owner. Managed system administration for CX4 (Co-eXprise Sourcing Application) and UTAS employee training on CX4Sourcing applications. Led one employee.

- Revised and expanded standard work for CX4 account creation and maintenance.
- Elevated reporting and usability by instituting new organizational structure in CX4 that accommodated UTC merger.

## **Goodrich Corporation | Troy, OH**

### **IT Asset Management Specialist | 7/08-12/12**

Managed enterprise IT hardware and software from procurement to disposal. Managed vendor for enterprise leasing for PCs and servers. Built a team with Dell/DFS that helped resolve domestic and international leasing and invoice issues. Developed business warehouse universe with SAP team to support reporting needs on enterprise IT. Served as point of contact for IT compliance and SOX issues. Updated and developed training materials and standard job instructions for IT procurement and enterprise IT. Conducted enterprise-wide policy training through multiple media.

- Cleared \$900K+ in past-due invoicing through continuous improvement (CI) events.
- Led numerous CI events that resulted in \$2M+ in annual cost savings for leasing/ invoice processing and recovery of \$600K in overpayments/unapplied funds.

**Earlier Roles: Computer Systems Administrator II – Goodrich Corporation, Troy, OH (9/07-7/08)** (minimized downtime and work stoppage by developing implementation plans for installing new computer-based manufacturing systems)

## **Education & Credentials**

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**Master of Business Administration (Concentration: MIS)** – Wright State University, Dayton, OH

**Bachelor of Science in Business Administration & HR Management** – Wright State University, Dayton, OH

**Certification** – Professional Scrum Master (PSM I), Scrum.org | Certified IT Asset Manager, International Association of IT Asset Managers | Certified Software Asset Manager, International Association of IT Asset Managers | Certified Asset Management Security Expert, International Association of IT Asset Managers | Certified Mobile Asset Manager, International Associations of IT Asset Managers | Certified Lean Practitioner | Certified ACE Associate