Sherri Cart-McClain

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SUMMARY OF PROFESSIONAL QUALIFICATIONS

- Certified IT Asset Manager (CITAM)
- Certified Software Asset Manager (CSAM)
- Certified Asset Management Security Expert (CAMSE)
- Extensive background in Software Asset Management
- Capable in Service Now Asset Management Module
- Knowledgeable in USU LIMA, JIRA and Confluence
- Superb oral and written communication skills
- Proficient in Excel
- Experienced with invoicing and billing reconciliation.
- Negotiated competitive pricing with multiple vendors.

PROFESSIONAL EXPERIENCE

Software Asset Management – Analyst IV
VeriSign Inc, 2008 - Current

- Assist clients with understanding their license entitlement position, product deployment interpretation, and the mapping of those two data elements to arrive at a net license position.
- Provide cross-training to team members on various aspects of my assigned duties. (i.e. DigiCert Certificates, Broadcom – VMware Portal)
- Respond to request from Internal Audit Team to provide licensing and Software Asset Information to support audit requests.
- Develop, maintains, and perform continuous process improvements for licensing usage driving efficiency and cost savings.
- Manage strategic software license vendor compliance and performance to contractual obligations.
- Monitor and track procurement/renewal tickets within JIRA workflow to ensure completed in a timely manner.
- Own and build strong relationships with key internal customers and vendors.
- Ability to multi-task and provide high quality solution under pressure.
- Excellent people skills and experienced at dealing with clients/users at all levels, singly and in groups.
- Manage and issue VMware Cloud Foundation license keys and vCenter license keys to business units for usage and tracking in the Broadcom Portal.
- Collaborate with cross functional teams; Legal, Contracting, Sourcing, InfoSec, Finance, BU, Architecture, Vendor and VAR.
- Facilitated submission of Jira tickets for contract and legal review.
- Input software contracts, software license and products into ServiceNow.

- Submit Purchase Order Requests in Oracle for approvals for the Purchase Order to be issued.
- Compile data and prepare Executive Summaries on software renewals/purchases for the review for the ELT, Business unit, Sourcing, and Finance.
- Manage/approve/issue and revoke all types of DigiCert SSL certificates for the organization.
- Validate domain names for the usage and issuance of SSL certificates on the DigiCert Portal.
- Advise Business Units of upcoming CAB changes that may affect the issuance of SSL certificates.
- Supply Monthly DigiCert Certificate Report Usage by Business unit and total cumulative use.
- Ensure all changes to vendor agreements reflect accurately in SAM system as confirmed with license contract holders.
- Track and monitor software contract renewals to ensure proper documentation completed.
- Analyze maintenance contracts for software to support the consolidation of contracts to use buying power for both improved services and pricing and stop maintenance where there is no business justification.
- Manage activities together with procurement, financial and business units in analyzing proposals/negotiating vendor contracts.
- Researched and documented Root Cause Analysis for the "Phased-out of SHA-1 algorithm" and delivered steps for resolution.
- Worked with divesting Business Units to confirm various hardware and software inventories for transfer.
- Collaborated with Strategic Development Group (SDG) and Asset Lifecycle Management (ALM) team on the transfer processes for hardware and software for divesting entities.
- Transferred support contracts/license with prepaid balances to divesting business entities resulted in core operating expense savings of approximately $8.3M.
- Work in partnership with TSG in the development, testing and roll out of the CMDB asset module for tracking software entitlement and contracts.

IT Procurement Coordinator/IT Asset Management Analyst
Williams & Connolly, LLP, 2006 – 2008

- Negotiated competitive pricing with multiple vendors allowing the purchase of added asset not previously budgeted.
- Updated asset tracking database with Purchase Order and general ledger account information.
- Worked with accounting to cut asset at End-of-Life Cycle.
- Reconciled past due vendor accounts to status.

- Managed IT buying process, including product research, vendor quotes, purchase transactions, approvals, policy enforcement, dispute resolution, and maintenance contracts.
- Tracked domestic/international blackberry use and reconciled wireless carrier accounts.
- Aided in annual budget preparation, prepared monthly reports, and forecasts against plan.
- Managed software license, hardware inventories and deployment according to policy. Managed contract cycles and maintenance renewals.

Asset Management Administrator
Computer Sciences Corporation – Department of Education, 2005 – 2006

- Completed physical inventory and organized all refresh assets in the Department of Education warehouse.
- Created and kept an access asset repository database to meet Service Level Agreements (SLA) for the account.
- Participated in the identification of assets for end-of-life cycle.
- Performed monthly asset audits at a 95% accuracy rate surpassing Service Level Agreement (SLA).
- Setup Argis Server, database and client for testing.

Desktop Engineering Support
Computer Sciences Corporation – General Dynamics, 2004 – 2005

- Personally, requested from customer to support new Woodbridge, VA facility.
- Implemented workflow processes for the new Woodbridge facility.
- Maintain site asset inventory and reconciled purchase orders.
- Coordinate with project manager and department managers on software needs and implementation for each department.
- Coordinate with various vendors for licensing, licensing transfers, maintenance renewals and quotes.

Client Order Fulfillment/Desktop Engineering Support
Computer Sciences Corporation – General Motors/General Dynamics, 1998 – 2004

- Solely responsible for the Engineering license management, software installations and upgrades.
- Coordinated and oversaw site refresh of all desktops, laptops, and engineering workstations within projected time allotted.
- Site lead for testing and evaluation of Active Directory roll-out for HP 4000 workstations.

United States Navy
1985 - 1998

EDUCATION

- M.B.A. Minor in Acquisition and Contracts, Strayer University, Woodbridge, VA - 2010

- M.S. Information Systems, University of Phoenix, On-Line - 2005

- B.S. Computer Networking, Strayer University, Alexandria, VA - 2003

- Certified Software Asset Manager, International Association of Information Technology Asset Managers, Inc. – Since 2009

- Certified IT Asset Manager, International Association of Technology Asset Managers, Inc. – Since 2012

- Certified Asset Management Security Expert, Internal Association of Information Technology Asset Managers, Inc. – Since 2016

- ITIL v4 Certification - Since 2022s

References upon Request