



Sarah Paz

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SKILLS

Problem Solving • Micros • Point of Sale (POS) Systems • Break Fix • Networking • Wireless Networking • IT Asset Management (ITAM) • Site Upgrades • Teamwork • BigFix • Asset Management • Office 365 (Outlook, Word, Excel, Power Point, Power Automate, Share Point, Confluence) • Hotel Hospitality Industry • Software Asset Management (SAM) • Agile • Planning Budgeting & Forecasting (CAPEX) • Security Compliance • Hardware Asset Management (HAM) • ServiceNow (SNOW) • Procurement • Data Analytics • Azure Active Directory • Jira • IT Hardware • IT Software • Property Security Compliance • MSShift • PCI Compliance • Loss Prevention • Security • Customer Service • Hotel IT • Troubleshooting Skills • Organization •

WORK HISTORY

09/2020 – Current

IT Asset Management Analyst

Marriott Hotels - US/CAN Technical Services and Security Compliance: Asset & License Management

Description: Administration of Marriott International's Hardware Asset Management (HAM) capabilities in ServiceNow. The main focus will be on improving the accuracy, completeness, and quality of the HAM databases. Collaborate closely with ServiceNow system administrators and configuration item (CI) owners to simplify, automate, and scale HAM and practices across the enterprise. Identify opportunities to improve model management, asset lifecycle management, and measurement of software effective license position (ELP) for Marriott's IT assets in US/CAN. Coordinate and lead ITAM process improvement efforts. Build and maintain dashboard scorecards for effective reporting on ITAM health. Set rules for identification, reconciliation, and relationships to maintain data quality in HAM databases. Act as the subject matter expert for ITAM tools and processes. Provide guidance and education to users on HAM processes and tools. Work closely with key stakeholders to implement improvements based on insights from HAM data. Maintain integrations with 3rd party provider tools to keep asset lifecycle information up to date. Configure and maintain the Asset management systems to support internal deliverables. Analyze configuration issues and propose appropriate resolutions. Execute process controls reporting compliance metrics for process and data standards. Submit proposals for improvement with respect to tools, training, process, procedures, and work instructions. Standardize processes and incorporate them into the HAM design based on business needs. Utilize expertise in ITSM/ITIL processes and support mechanisms. Create workflows and automating processes in ServiceNow. Troubleshooting and ability to influence stakeholders.

03/2018 - 03/2020

IT Market Manager

Marriott Hotels - New Orleans Market

Description: Contributes general knowledge and skill in technology to provide first-and some second-level support including break-fix (repairs, installations, maintenance of systems) for designated area. Generally works within well-established guidelines to complete routine tasks. Responsible for performing repairs, installations, and maintenance for property-based systems with a particular area. Managing Technology Needs within Budget Targets. Assists and/or provides input to IT Leadership for CAPEX and department operating budgets based on anticipated IT projects and property support/needs requirements. Confirms that area is in compliance with appropriate Marriott International Policies (MIPs) and Information Security Manuals (ISMs). Implements solutions as directed to resolve discrepancies. Places equipment orders as directed relating to personal computers, telecommunications, local servers/networks; processes invoices. Conducts periodic inventories of applications and hardware; prepares reports for property management as requested. Confirms...

...that technology assets are secured. Complies with technology-related vendor contracts. Building and Sustaining Relationships with Customers. Writes and presents proposals, analyses, project plans, cost models, etc. in written and/or oral formats. Provides customer service. Responds to inquiries from customers/vendors/peer group. Provides detailed status reports as requested. Ensuring Client Technology Needs are Met. Assists in disaster recovery and business continuity as it relates to technology. Provides technical guidance. Provides escalation and guidance to property pertaining to guest & associate internet access requirements. Images desktops, installs new software applications, applies patches, maps drives to appropriate server/network. Moves/adds/changes PCs/peripherals, migrating data when necessary. Performs routine desktop backup as scheduled or directed. Provides end-user support. Confirms technology security (i.e. encryption, patch deployment) and technology compliance (i.e Quarterly ID Audits, MAARK1) measures are in place. Supports unit infrastructure (servers, switches, router, APs etc.) and engages appropriate MI IT&/or Vendor resources. Assists in creating and maintaining secure server environment. Performs server backups and routine preventative maintenance. Provides project support for corporate, regional and property initiatives.

03/2015 - 03/2018

**Lead/MOD Special Police Officer
JW Marriott – Washington, D.C.**

Description: Marriott Claims liaison and CCTV specialist. Maintains logs, certifications and documents required by law and Standard Operating Procedure. Monitor Closed Circuit Televisions, perimeter alarm system, duress alarms, and fire life safety system. Lock property entrances when required. Conduct daily physical hazard inspections. Respond to accidents, contact EMS or administer first aid/CPR as required. Assist guests/employees during emergency situations. Notify appropriate individuals in the event of accidents, attacks, or other incidents. Defuse guest/employee disturbances. Complete incident reports to document all Security/Loss Prevention related incidents.

EDUCATION

UNIVERSITY OF MARYLAND GLOBAL CAMPUS - Currently Enrolled: Bachelor of Applied Science-Criminal Justice

NEW HORIZONS COMPUTER LEARNING CENTER - Network Technician Program: *CompTIA IT Fundamentals, Managing and Troubleshooting PC, Managing and Troubleshooting Networks, Cisco Networking, Principles of Computer Security (Completed 2018.)*

CERTIFICATIONS – TRAININGS

- Certified Software Asset Manager (CSAM) -IAITAM (Expiry Date: May 2025)
- Certified Hardware Asset Management Professional (CHAMP) -IAITAM (Expiry Date: July 2025)
- Certified Wireless Technician – CWNP (Expiry Date: Oct 2023)
- Certified Wireless Specialist – CWNP (Expiry Date: Oct 2023)
- Active Shooter: What You Can Do
- Surveillance Awareness: What You Can Do
- Risk Management: OSHA Standards Training: Hazard Communication
- Information Security and Protection Training
- Homeland Security: Vehicle-borne Improvised Explosive Device Detection
- Previous Adult, Child, and Infant CPR and First Aid American Red Cross
- Gun Safety, Weapons Training, and ICE Test - Protective Service Training Academy