

# CANDACE L GASTON

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## IT ASSET MANAGEMENT

**Manage software licenses and maintenance contracts to institute cost control and establish best practices.**

Innovative and committed professional adaptable to change. Initiative-taking and goal-oriented, working well with people at all levels of organization, including stakeholders, customers, and outside vendors. Maintain records and databases containing information regarding licenses, warranties, and service agreements for organization's hardware and software.

Adaptive learner, working across multiple divisions, developing, and improving software policies, requirements, and processes. Work independently, handling administrative duties within IT procurement function.

## AREAS OF EXPERTISE

**Team Liaison | Customer Relationship Skills | Vendor Management | Procurement / Sourcing  
Policy Management, Internal and External Communication | Compliance Management**

## WORK EXPERIENCE

**BATTELLE**, Columbus, OH

**2017— 2025**

### **IT Software Asset Management Analyst II**

Record maintenance contracts and license entitlements with software installations. Manage licenses in an on-going, consistent, and effective way across vendors, create or update software license agreements and associate relationships in the Software Asset Management system, Flexera and SAM Pro.

- Capture accurate application usage data and select the most appropriate user license types.
- Create deployment tasks and initiate deployment, perform internal audits against existing licensing agreements on regular schedule and facilitate the software review and approval process.
- Ensure all changes to vendor agreements be reflected in the Software Asset Management system as confirmed with license contract holders.
- Research, upgrade and downgrade parameters that impact client right to use.
- Process software-related requests along with new purchase, changes, and upgrade requests.
- Analyze purchase orders, entitlement documentation and discovery information to represent license compliance position in the Software Asset Management system.
- Provide installation and license compliance status reports to management, procurement team and end users as needed.
- Collect and assemble information for others to use in preparing budgets, collect information for budgeting, contract summaries, and cost comparisons. Identify savings opportunities for renewals, software licensing and services.
- Manage software re-harvest process and vendor online license accounts.
- Communicate to end users about software lifecycle and maintenance renewals. Provide guidance for upgrades and retiring assets.
- Experience with Microsoft license assignments/EA, MPSA, CSP Agreements/renewals/true ups.
- Collaborate with internal end users and procurement on Direct and Indirect software buys.
- Collaborate with team members on implementing and configuring SAM Pro in Service Now.
- Asset Management Reporting
- Assign and oversee the tasks of junior team members.
- Review end user license agreements (EULAs) for compliance.

**WORK EXPERIENCE****ASHLAND**, Dublin, OH**2002 — 2017****Software License Management**

Supported Asset Manager with daily operational functions. Obtained media, license keys and License certificates from external software vendors. Managed software purchase records, maintenance agreements and contracts (EULAs, EA, Adobe CLP, VIP). Built vendor relationships with external vendors. Work alongside the Packaging and Deployment Team for new and evergreen software. Updated SharePoint sites.

- Facilitated software license transfers for Company Divestitures and Acquisitions.
- Implemented company policies, enabling businesses to remain software compliant.
- Re-harvested software applications that were no longer being utilized on hardware asset.
- Managed and tracked all software license keys and serial numbers within Microsoft Excel spreadsheet prior to bringing in new software discovery tool.
- Maintained all software licensing within SNOW License Manager Tool. Implemented entering all software agreements, maintenance contracts, and licenses within SNOW License Manager Tool.
- Reserved and assigned license from external vendor portals Adobe CLP License site, VIP Agreements, Adobe Creative Cloud for Teams, Microsoft Volume License and Microsoft Office 365 License portal, activating license for use.
- Worked with external vendors for cost savings on discounts, bulk purchases, price discrepancies and software maintenance renewals.
- Communicate and work with customers to understand software needs, media and license keys.
- Supplied license keys and media installs to packaging team for testing.
- Initiated manual audits and review of existing license, ensuring compliance.
- Responded to external software audits. Required by legal to act quickly on all software audits that arise.

**ASHLAND**, Dublin, OH**2002 — 2017****Request Fulfillment**

Placed, facilitated, and monitored all software requests and orders within BMC Remedy and Service Now Request System. Generated Goods Receipts within SAP System. Performed duties including purchase orders, chargebacks, price discrepancies and reconciliations.

- Created image configuration files for break-fix, new or replaced desktop / laptops, allowing technicians to rebuild PC, and install approved licensed software back onto asset.
- Sourced and created purchase orders for all software and hardware within SAP system and online vendor portals, required for proof of purchases.
- Created SMS / SCCM reports for list of installed software on assets, ensuring licensing adherence. Software liaison to Service Desk for license keys issues and expired license.
- Consistently met service level agreement requirements for all software work orders.

**WORK EXPERIENCE****ICC CORPORATION**, Independent Contractor to Ashland, Dublin, OH**2000 — 2002****Service Desk Analyst**

Provided 1st and 2nd level support through taking calls and handling resulting incidents or service requests, using incident management and request fulfillment processes.

**TECHNICAL SKILLS**

Microsoft SharePoint | Office 2007, 2010 & 365 | BMC Remedy  
SNOW License Manager Tool | SMS / SCCM Reports | SAP | Adobe Acrobat  
Microsoft License Portals | Adobe Licensing & Creative Cloud for Team site  
Flexera | Catayst (People Soft) | Service Now (Requests, Incidents, SAM Pro, Change Management, Knowledge Base) | Active Directory Administrative Center | Deltek Costpoint | Microsoft Teams | Microsoft Copilot | Software Center | RSA Control Center.

**CERTIFICATIONS**

- IAITAM CAMP (Certified Asset Management Professional)
- IAITAM CHAMP (Certified Hardware Asset Management Professional)
- IAITAM CSAM (Certified Software Asset Manager)
- ITIL Foundation V3
- A+ Certification