

BLAIR HILLIARD

IT Business Analyst | SAM Analyst | IT Asset Management | ITSM | Stakeholder Engagement | ServiceNow | SAMPro

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EXPERIENCE

IT Business Analyst - Software Asset Management

American Express

03/2022 - 05/2025 Atlanta, GA

- Supported both the Technology Infrastructure, Risk, and IAM departments using research, data entry, and auditing for software license compliance
- Served as the main contact for Stakeholders for assistance with moving requests through workflows towards completion
- Conducted UAT (User Acceptance Testing) and used Jira and Rally for ServiceNow Stories to ensure regulatory and internal standards are met
- Monitored ITAM Portal Dashboards for assets requiring remediation and notified users to submit remediation plans with a committed action date
- Helped with identification of control improvements and monitored risk dashboards for ongoing monitoring
- Acted as a product owner in partnership with Inventory Owners and other core teams to track plans on IT assets approaching, at or past EOL within at least one year to enhance the control environment
- Scheduled weekly meetings with stakeholders to track their progress on active/current requests
- Coached 10 stakeholders on how to handle any escalations from users and/or their leadership, and next steps towards completion of requests
- Cultivated and managed constructive and productive relationships across 10+ internal stakeholder teams
- Provided awareness of critical SLA's, hardware and software requests deadlines, requirements, and actions to support a collaborative and successful enterprise environment
- SAMPro Experience: Created custom software models, ability to research license metrics and add them manually into SAMPro, created software entitlements, researched product classifications and entered this data into SAMPro, and researched product types (i.e., Child, Driver, Licensable, Not Licensable, Unknown)
- Reviewed the Renewals Calendar to determine which products are within 60, 90, 120, and 150 days of renewal
- Used templates to send notices to users for awareness of expired and upcoming renewals

IT Asset Management Analyst

Battelle

06/2021 - 03/2022 Columbus, OH

- Collaborated with many IT Internal teams to assist with entering software entitlements, allocated and un-allocated software licenses, created custom product models, and updated Confluence and GitHub pages with project statuses
- Utilized Ariba to locate active and expired POs to determine which software is currently active vs software that will need to be renewed
- Consulted with vendors for quotes to process annual renewals and purchased software for users
- Invited to multiple stakeholders monthly meetings to partner with identifying risks and spotting areas where improved controls may be required within the infrastructure division
- Researched lists/spreadsheets containing Publishers, Products, Versions, and Editions to locate EOL/EOS dates. Added this information into ServiceNow along with Publisher URLs as evidence
- SAMPro/ServiceNow Experience: Reviewed the Software Installation Table to determine how many installations for specific products, created software models using lists/spreadsheets provided by Information Security (i.e., TLC Stages, Publishers, Products, Versions, Product Owners, Operating Systems, and Device Types)
- Ability to update Software Lifecycle Tasks
- Reviewed the Software Asset Workspace/Content Library to research unlicensed installs, installs requiring action, unlicensed subscriptions, Publisher Part Numbers, Asset Tags (if available), Agreement Types, and License Types

SUMMARY

Highly organized and creative Certified IT Professional with a broad range of experience in ServiceNow ITSM, Asset Management, and Auditing. Strong, effective communicator with a track record in Organizational Communication. Proven achievements in project management and leadership. Dynamic thinker who maintains composure under intense situations while balancing multiple agendas. Recognized as a self-starter, adaptable, flexible, and vital asset to any company or agency.

KEY ACHIEVEMENTS



Renewal Management

Managed over 100 software renewals with a 100% on-time completion rate.



Process Improvement

Enhanced asset management efficiency by 40% through improved control processes and team training.



Stakeholder Coaching

Coached over 10 stakeholder teams, improving their request completion rate by 80%.

TRAINING / COURSES

IAITAM Individual Membership purchased

CompTIA A+ and Network+ Certifications

Per Scholas IT Vocational Training

Security+ (Self-Study)

CompTIA

LANGUAGES

English

Native



SKILLS

Active Directory		Ariba	Confluence	
GitHub	ITSM	EOL/EOS	JIRA	
ServiceNow	SAMPro	UAT	Rally	

AWARDS



Per Scholas Columbus Valedictorian Award - 2017



Battelle's IT Department's Employee of the Month - September 2019



Battelle's Women's History Month Nomination - March 2020

EXPERIENCE

IT Services Administrator I

Battelle

📅 10/2018 - 06/2021 📍 Columbus, OH

- I began employment as a Contractor in October 2018
- In June 2019, I was hired on FT
- Supported Battelle's internal employees with common 1st Line of Defense (1LOD) operations during day-to-day phone interactions
- Identified software licenses needed for projects and escalated requests to the ITAM team for deployment
- This role focused on control management and involved extensive collaboration with multiple partners across numerous business units and functional areas
- Accessed ServiceNow to update current statuses of users' assets for auditing purposes
- Served as a central support hub for all first-line control management teams and a key connection point with the second-line GRC teams

EDUCATION

ServiceNow's Software Asset Management (SAM) Professional Fundamentals Online Training

ServiceNow

📅 08/2021 📍 Remote

- ServiceNow's Software Asset Management (SAM) Professional Fundamentals
- Certificate of Achievement (1 week training course)

Bachelor's in international business administration

Ohio dominican university

📅 08/2010 - 05/2014 📍 Columbus, OH

- Dean's List Recipient, Fall 2013 and Spring 2014
- JPMorgan Chase and Huntington National Bank Scholarships
- Coursework in: Leadership, Business Writing, Project Management, Basic Computer Systems, Customer Service, Research, and Business Law

PROJECTS

ServiceNow Not Evaluated EUC & Infrastructure Tasks

📅 06/2024 - 05/2025 📍 Remote

The Not Evaluated EUC & Infrastructure Tasks workflow was designed to evaluate unauthorized software. Software Products are reviewed against four options: Under 100 Installs, Over 100 Installs, Partial Product Match, and a No Partial Product Match.

- Within the past year, over 2,000+ software records have been evaluated and either Approved or Not Approved.
- Successful 3 month UAT was completed in the Testing Environment to determine if the Not Evaluated EUC & Infrastructure workflow could be launched into Production.

TIME ZONE EXPERIENCE

Strong partnerships with Colleagues across the below time zones:

EST
CST
MST
IST