Micheala Abor

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Skills

| * Ability to pre-plan, organize, prioritize, and multitask.
* Inventory Control
* ServiceNow/SAMPro/HAM
* ITIL
* Software Development Life Cycle(SDLC)
* Project Management
* Vendor Management
* Business Analysis
 | * Process Improvement
* A self-starter with good written and verbal communications skills
* Procurement
* Hardware Asset Management
* Detail Oriented
* Requirements Analysis
* Flexera FlexNet
* SAP Ariba
* Zylo
 | * License Management
* Risk Management
* Agile Methodologies
* IT Management
* Microsoft Windows 7 and 8.1/ MS Office 365
* Team Leadership
* Software Asset Management
* SaaS Applications Management
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Certifications

| SAFe Product Owner/Product Manager Certification |
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| Certified Scrum Product Owner |
| Certified Scrum Master  |
| Certified IT Asset Manager (In Progress) |

Experience

October 2020 - September 2023

**Software Asset Manager** Allianz Technology of America - Minneapolis, MN

* Managed the entire lifecycle for software assets (planning, procurement, deployment, reclamation, retirement).
* Conduct training sessions to educate employees on software licensing policies and procedures.
* Assisted with implementing ServiceNow SAMPro - gathered entitlements, verified ULAs/ELAs, reviewed contracts.
* Utilized Zylo to identify cost-saving opportunities for SaaS products.
* Managed the company’s $50 million dollar Microsoft Enterprise Agreement contract.
* Integrated Microsoft and Adobe SaaS Manager with Servicenow SAM Pro.
* Creation and managing of incident and work order tickets in Ivanti.
* Managed our Zylo tool and utilized the tool to track upcoming renewals, application functionality overlap, license optimization insights and cost optimization opportunities.
* Developed process guides for Desktop Support and other teams on how to utilize ServiceNow to record, update and retire IT assets to ensure data quality.
* Ensured compliance with software licensing agreements and regulations.
* Developed and implemented software license management strategies and policies.
* Coordinated with vendors and internal stakeholders to negotiate software licensing contracts and agreements.
* Monitored software usage and ensured proper allocation of licenses to maximize efficiency and cost-effectiveness.
* Performed internal software audits on Microsoft, Adobe, Ciso, Norton, IBM, Oracle, Red Hat, VMware, etc... to identify audit compliance and over/under usage.
* Continuously improved and encouraged an agile way of working.

Key Accomplishments:

* Implemented software license optimization strategies that resulted in cost savings of $500,000 by renegotiating license agreements, optimizing license allocations, and eliminating unnecessary license duplication.
* Maintained a software license compliance rate of 98%, minimizing the risk of audits, penalties, and non-compliance issues.
* Identified and reallocated 200 underutilized licenses, resulting in cost savings of $300,000 and improved license utilization by 25%.

February 2015 - April 2020

**Sr IT Asset Manager** Fidelity Investments - Westlake, TX

* Led a team of 15 in the day-to-day operations of software and hardware asset lifecycle: planning, procurement, deployment, maintenance, reclamation, and retirement.
* Maintained multi-million-dollar budget for central software procurement to implement cost-cutting efforts.
* Assigned responsibilities for software, hardware, and IT asset disposition fulfillment.
* Developed policies around software usage and deployment.
* Analyzed, designed, and implemented corporate ITAM policies, procedures, processes, and governance.
* Took a data-focused approach to understand customer needs, translated strategic objectives into action, and prioritized to improve value delivered.
* Analyzed complex situations, learned quickly, and synthesized solutions, options, and action plans.
* Answered emails and ServiceNow requests from end users to fulfill software licensing needs, hardware equipment needs and answer queries.
* Followed established procedures for logging hardware assets in and out using ServiceNow and SCCM.
* Conducted quarterly audits for hardware asset inventory and maintained an accuracy of 95% or better.
* Conducted internal and external software audits for high risk vendors (IBM, Microsoft, Autodesk, Symantec, Infor, Oracle, Attachmate, etc)
* Ensured data accuracy of hardware assets and software licenses and their attributes in the Configuration Management Database (CMDB).
* Maximized ITAM software tools by optimizing discovery, configuration, user dashboards, and reporting.
* Utilized ServiceNow Discovery to find hardware assets on the network, and then updated the CMDB with the information found.
* Supported the ITAM tool, CMDB implementation, and automation and integration efforts involving IT asset management processes.
* Worked with Project Managers, Team Leads and Centralized Logistics to provide estimates for needed hardware and software equipment to support project delivery programs and manage equipment deliveries to meet project deadlines.

Key Accomplishments:

* Achieved 100% compliance with relevant regulations for hardware disposal and recycling processes, minimizing environmental impact and ensuring legal compliance.
* Implemented process enhancements and best practices, resulting in a 15% increase in operational efficiency and alignment with industry standards and emerging hardware technologies.
* Developed and implemented a software governance framework, reducing software acquisition time by 20% and ensuring compliance with licensing policies across the organization.
* Conducted training programs for 100 employees, increasing hardware asset management awareness and reducing compliance-related errors by 45%.

August 2014 - December 2014

**Software Asset Manager** MansaTek **-** Dallas, TX

* Managed the entire software asset management lifecycle for all corporate assets.
* Reduced annual expenses generating over $1 million in savings.
* Negotiated and managed IT vendor relationships and contracts from procurement to disposal.
* Managed software warranties, repair, and redeployment to maximize the value of software licenses.
* Conducted internal and external software audits for high risk vendors (IBM, Microsoft, Autodesk, Symantec, Infor, Oracle, Attachmate, etc)
* Prepared reports and performed analysis for research to proactively identify savings and improvements.
* Developed and implemented continuous process improvements and operational efficiencies.
* Provided customers with counsel and assistance with procurement and/or asset management policies and processes.
* Designed and created customer focused asset management reports.

Education

March 2021 - Present

**BS Business Administration Information Technology Management** Western Governors University - Salt Lake City, UT

June 2014

**High School Diploma** Winfree Academy - Irving, TX