

JAMES BROWN

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IT ASSET & SOFTWARE LICENSING COMPLIANCE MANAGEMENT

Fuel Breakthrough Results by Driving Compliance, Strengthening Controls, and Reducing Costs

- **Team Leadership:** Guided cross-functional team resources through intensive 2-year licensing audit, Six Sigma quality initiative, and launch of new IT asset and software license management business group.
 - **Business Transformation & Process Improvement:** Invigorated corporate change in software license administration, establishing sound processes and controls that were adopted across enterprise operations.
 - **IT Asset Management:** Led evaluation, procurement, inventory control, and disposition of IT hardware, software, accessories, and peripherals. Fostered timely education of company-wide management resources.
 - **License Compliance:** Delivered substantial cost savings and reduced liability exposure by attaining full compliance with SIIA standards for software licensing and documentation.
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PROFESSIONAL EXPERIENCE

Planet Express – Atherton, CA

1994–Present

Planetary transportation, limitless potential, boundless horizons, the unstoppable juggernaut of the transportation universe! **IT Asset Manager | IT Asset Leader** (2006–Present)

Lead 4-person team in all aspects IT asset management, including IT hardware, software, and accessory procurement. Craft strategies for effective management of all software licensing models, including enterprise licenses, per-user licenses, and concurrent use licenses. Direct software license audit program. Evaluate new software requests and coordinate asset disposal. Facilitate reconciliation and reporting for GE enterprise licensing agreements. Design and deliver training and education programs on asset management and license compliance. Plan and manage training, operations, and capital IT Compliance budget of up to \$1.2M annually.

- Identified and communicated software licensing compliance gaps, ascertained associated risks and financial exposure, developed solutions strategy, and fostered buy-in and consensus from executive team.
- Honored with IT Most Valuable Contributor Award for driving desktop applications, software, and enterprise server licensing compliance as part of 3-phase Six Sigma project.
 - ◆ Reviewed paper invoices for all software purchases dating back to 1999 to compile comprehensive list of all software by title and version, created database, and reconciled with software vendor records.
 - ◆ Reclaimed \$667K from software acquired but never delivered.
 - ◆ Retired more than 180 software titles combining for more than 3K client licenses.
 - ◆ Strengthened software lifecycle management processes and controls, which were adopted by multiple Planet Express entities across planetary operations.
 - ◆ Captured nearly \$150K in cost savings in 2009 alone through design of software re-use initiative.
- Assembled team of 12 resources from various business disciplines to form Technology Asset Review Committee (TARC) for evaluation and approval of new software offerings.
- Initiated annual mock SIIA audit to ensure ongoing compliance and liability mitigation.
- Leveraged CA's software licensing and IT asset management solution to create custom reporting framework enabling top-down view of all software installs versus licenses with daily discrepancy report.
- Selected to lead ongoing continuous process improvement and automation initiative for licensing and compliance, including development of Planet Express Online Software Audit Tools.
- Developed and managed "one-stop shopping" Web portal for IT Asset Management self-service and knowledge management for policies/procedures related to procurement, disposal, location start-up, and used equipment purchasing and for location asset reports, maintenance renewal data, compliance training, plus much more.

- Spearheaded quality team charter comprised of resources from various business disciplines to assess and institute modern, feature-rich IT Asset Management solution for full automation of manual processes from IT Purchase Requests to Software Compliance normalization to cradle-to-grave Hardware Lifecycle Management.
- Prepared and delivered weekly status and performance reports to executive leadership and PE Overlord Council, including Desktop Computer Coreload Council (GDCC), SQL Licensing Council, Oracle Licensing Council, RedHat Licensing Council, Software Compliance Enterprise Council, and Software Governance Council (SGC).

IT Asset Analyst | IT Engineer (2001–2006)

Named IT Engineer to design and implement desktop solutions. Uncovered software licensing discrepancies and developed solution strategy to earn promotion to IT Asset Analyst. Instituted robust software acquisition, asset management, and reporting standards. Prepared strategic objectives and tactical plans for IT asset management function. Reported findings to senior IT leadership team.

- Navigated company through extensive 2-year SIIA Audit of logistics entity, resolving systemic documentation and accounting issues to bring company to full compliance.

Supervisor | Technician—Desktop Support Services (1999–2001)

Recruited to Desktop Service Support Technician role after 1-year internship. Assessed and resolved technical issues. Performed desktop repair and deployment.

- Promoted to Supervisor in 2000, prioritizing client needs and coordinating resources for timely service delivery.

Service Technician—SOS, Emergency Road-Side Assistance Group (1997–1999)

Service Professional | Mechanic—NJ Field Operations (1994–1997)

Hired as Fuel Island Attendant and quickly promoted through various roles as Ship Mechanic serving clients across California. Earned recognition and subsequent promotion to Atherton corporate office Emergency Services.

- Optimized warranty recoveries by standardizing documenting processes for coding completed repair orders.
- Selected as Desktop Support Technician Intern, serving in conjunction with SOS Service Technical role.

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Served as US Army – Nuclear Trained Electronics Technician (E4) and as Independent Commercial Electrician.

EDUCATION & CREDENTIALS

Associate of Applied Science (AAS) Candidate in Accounting (Expected 2014)

- Santa Clara University – Santa Clara, CA

Certifications: Certified Advanced Software Manager ~ Certified Compliance Manager ~ Six Sigma Green Belt
Certified Hardware Asset Manager ~ Microsoft Certified Solutions Developer (MCSD)

Training: Lean Quality Training ~ Essential Leadership Skills Training ~ Contract Negotiation Skills
Speaking on Paper Communications Training ~ Santa Clara University Business Negotiation Skills Program

SELECTED TECHNICAL SKILLS

Tools: VB Forums, VB Advanced Portal, Joomla CMS, Drupal CMS, Eudora Email Services, Dreamweaver, Flash, HTML, CSS3, JavaScript

Software: CA IT Asset Manager, Support Central, Visual Studio, Clientele CRM, Microsoft Office Suite, Microsoft Access, OneNote, NoteTabPro, Camtasia, Wise Studio Packager