Lauren Pierce

IT ASSET MANAGER

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Summary

IT Asset Manager with 5 years in IT asset management, now owning the lifecycle of 18,000 devices and 600 software titles for a 9-hospital health system. Runs hardware and software asset programs in ServiceNow and Flexera, and has returned $2.3M through license true-ups and vendor management. IAITAM CHAMP and CSAM certified.

Skills

- **IT Asset Management**
- **ServiceNow**
- **Flexera**
- **Software Asset Management**
- **Hardware Asset Management**
- **CMDB**
- **License Compliance**
- **Vendor Management**
- **Excel**
- **Attention to Detail**

Experience

IT Asset Manager

02/2024 - Present

Hoosier Regional Health Partners

Indianapolis, IN

Health system with 9 hospitals, 120 clinics and 16,000 employees.

- Manage the lifecycle of **18,000** laptops, desktops, mobile devices and servers, from purchase order to certified disposal.
- Run software asset management in Flexera for 600 titles, cutting unused licenses by 22% and saving $1.4M a year.
- Rebuild CMDB asset records in ServiceNow, raising inventory accuracy from 78% to 97% after a full audit.
- Negotiate renewals with 14 hardware and software vendors, recovering $900K in credits and better contract terms.

IT Asset Analyst

06/2021 - 01/2024

Circle City Insurance Group

Carmel, IN

Regional insurer with 2,500 employees and 3 office campuses.

- Reconciled 7,500 hardware assets each quarter between ServiceNow, purchasing and the depot.
- Prepared license compliance positions for 3 vendor audits, closing each with no penalty.
- Built Excel dashboards on refresh, warranty and spend for the IT director and finance.
- Coordinated secure disposal of 2,100 retired devices with certificates of data destruction.

Education

Bachelor of Science

05/2021

Indiana University Indianapolis

Indianapolis, IN

Informatics

Certificates

Certified Hardware Asset Management Professional (CHAMP) 09/2022

IAITAM

Certified Software Asset Manager (CSAM) 04/2024

IAITAM