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| **Though leader and IT Hardware & Software Asset Management professional** offering **nearly 8 years** of rich experience in  **ramping up IT practices and implementing new IT Asset & Infrastructure initiatives** with expertise in IT Hardware & Software Licenses Management, Software Compliance Management, IT Procurement/Negotiations and Risk Management  HAMEED HASSAIN SHAIK  shaikhameed.hassain@gmail.com  +91-9346179539/9010678501 | |
| Executive Profile   * An **Innovation & Transformation Specialist**, with rich experience in **driving IT Hardware & Software Asset and Service Management Operations** and**providing technological direction to the business** * **Currently working with SoftwareONE India Pvt. Ltd., as SAM Associate Consultant** and managing end-to-end **software licensing, license management, license transfer, software license compliance audit and license database** functions * Recognised for helping clients in **evangelizing best practices and process improvement initiatives** through instituting IT Assets strategy & governance models to effectively manage security threats * Exhibited leadership in enhancing the **overall performance of the process** by effectively migrating the application; installing the application on all the systems and maintained the server * Recognised for **identifying savings opportunities** for renewals, software licensing and services; liaised with **200+ vendors and attained cost savings** to the tune of 99% by effectively negotiating * **Documents Preparation:** Hands-on expertise in preparing **workflow process document, Trend Analysis Reports of Service Desk Request** * ***Rewards & recognition:*** Bagged ‘**Associate of the month’** and‘Team of the Month Award’ * Recognised recognition for **timely providing Adobe, SAP, CAD and CAM related license support and group allocation** * **Vendor Management expert:** skilled in managing contracts and relationships to maximize value creation and uninterrupted services for software licensing, maintenance and service offerings through vendor scorecard, periodic performance review with vendor, timely renewal of AMC, support scope, rate contract * **Governance, Risk & Compliance specialist:** Comprehensive experience in implementation of **SAM / ISO 19770 certifications** in complex multi-location environment; conducting gap analysis between current practices and baseline best practices to identify opportunities for quick wins and longer-term improvements * Recognised for delivering a **high-quality customer experience**, elevated customer satisfaction, while adhering to the SLAs & work processes * **An effective leader** with capabilities in motivating teams and maintaining deliverables as per the defined guidelines along with elevating service standards for **operational excellence** | Key Impact Areas    ***Budgeting & Forecasting***  ***Flexera/Snow/X-formation/Slims***  ***IT/ Software Asset Contract Mgmt.***  ***Licensing & Compliance Mgmt.***  ***Stakeholder/ Vendor Management***  ***Team Building & Structuring***  ***Documentation & Reporting***  ***SLA Management & Governance***  ***Process Improvement***  ***Internal Audit / CMDB***  Soft Skills    Soft Skills  Decision-maker  Communicator  Analytical  Motivator |
| Career Timeline  **Since Aug’19: C:\Users\yukti.goyal\Desktop\SoftwareONE-Inc.jpg**  **Jun’14 to Jun’16: C:\Users\yukti.goyal\Desktop\cyient-logo-jan16.png**  **Jan’13 to Feb’14:**    **Jul’16 to Aug’19: Soulpro Info Logix Pvt. Ltd.**  **Feb’14 to May’14: Precision Informatics**  Education & Certifications   * 2012: **BCA** from Periyar University   ***Certification:***   * **ITIL Foundation Certificate** in IT Service Management * **PROZM Certified** SAM Professional * **BSA Vera Firm Certified**   IT Skills   * **Desktops & Laptops Configure and Troubleshooting** * **Windows Xp, 7, 8, 10, and server:** Windows 2003, 2008,2012 servers, Linux, Networking * **Flexlm tools:** CATIA (IBM-AIX, DSLS), ArcGIS Server, AutoCAD, Ansys, UG, and Hyper Mesh, Arc FM * **SAP-Power Builder, Adobe, Microsoft, Lucid Chart, Workshare** * Implementation of **SAM tools** like Flexera (FNMEA, FNMS), Snow, Ivanti X-formation, Slims, LMS (License Management Systems) * **Procurement Tools:** SAP, Proactis, Tnet * **Incident Management Tools:** Ivanti, ServiceNow, BMC Remedy, Request Centre, Nimsoft   Professional Experience  **Since Aug’19: SoftwareONE India Pvt. Ltd., Bangalore as SAM Associate Consultant**  **Key Result Areas:**   * Maintaining **information database** to address budgeting, software compliance, inventory, contracts and cost; developing annual **operating budget** **& capital budget** for software purchase * Improving **quality and consistency of Information Technology** related procurement activities by providing analytical support * Implementing **integration requirements for IT asset management** process with managed service * Ensuing timely **renewal of AMC, support scope,** **rate contract** and so on to ensure uninterrupted services * Interfacing **IT initiatives with various department** to ensure corporate efficacy regarding planning, purchasing, installation, and management of hardware and software * Preparing **reports (daily, weekly and monthly) for client reference**; monitoring and closing tickets within SLA (Approvals, Tasks, Incidents) * Preparing **workflow process document** after completion of the purchase, installation, service desk resolution request resolution * Drafting **QBR Reports,Trend Analysis Reports of Service Desk Request** * **Formulating & benchmarking functional best practices** to focus on development of capabilities to meet present and future goals of organization * Maintaining **license database with all relevant information** and providing timely alerts for individual users and project groups when licenses are to expire * Coordinating with “**owners” to decide** upcoming contract renewals and updating SharePoint records accordingly * Working with **Cost Center Manager** and providing approval for software purchase * Analysing the **licensing cost and chose the right licensing model** which helped in reduction of IT infrastructure cost * **Managing software license** metering & analysis of license usages, hardware and software transitions and related installations of IT equipment * Conducting **compliance checks on publishers**, pulling out common reports from Flexera Tool; **creating PO Templates** and link with license in Flexera * Consolidating the **effective license positions of renewal publisher**; preparing Processing & Troubleshoot Documents (KB) maintaining in share point * Supervising **dedicated team of 4 professionals;** managing **allocation of work** across individual members within the team and monitoring performance for ensuring effectiveness of work   Previous Experience  **Jul’16 to Aug’19: Soulpro Info Logix Pvt. Ltd., Hyderabad as IT Asset Analyst**  **Key Result Areas:**   * Managed entire operations of **Request Center for IT Assets with a team of 4 professionals** ; coordinating with users for approving the tickets and escalating as per SLA * Consolidated **assets track sheet** and updated the same in Ivanti tool * Supervised **vendor performance** and established healthy relationship with them by ensuing conformity to contract performance, resolution of payment disputes, activity on critical dates (extensions, renewals, price adjustments) * Actively participated in **application audits, SLA/OLA discussions** * Attended **after-hours (24×7) escalation on-call rotation** and provided technical issue resolution via telephone, email, and other electronic communication methods * Ascertained the **administration of SOPs** (standard operating procedures); maintained optimum levels of IT equipment, spare parts and so on * Worked with **Pro-Vigil, Rio Tinto customers**   **Highlights:**   * Front led the **entire gamut of operations** including license usage, license allocation and reallocation of the licenses to teams * Configured **CAD/CAM floating license files in servers**, reserving licenses to internal teams as per purchase data * Prepared **software data, LMS and software purchase records** * Received **approval of GHD for the SW installations** on the specific software * Monitored **Flex era (FNMEA), Slims, X-formation Tools** * Conceptualised **periodical report on license usage & software purchases** for management   **Jun’14 to Jun’16: Cyient Ltd., Hyderabad as Software Asset Analyst**  **Key Result Areas:**   * Managed **end-to-end operations of** license usage, license allocation and reallocation of the licenses to teams * Configured **CAD/CAM floating license files in servers**, reserving licenses to internal teams as per purchase data * Received **approval of GHD for the SW installations** on the specific software * Monitored **Flex era (FNMEA), Slims, X-formation Tools**   **Feb’14 to May’14: Precision Informatics, Hyderabad as Systems Engineer**  **Key Result Areas:**   * Supervised the installation of **operating systems and troubleshooting of tickets** (USD, Remedy) * Headed the migration of **XP to Windows 7 CSC Project**   **Jan’13 to Feb’14: Sign Solution, Hyderabad as Hardware Engineer**  **Key Result Areas:**   * Managed the **configuration of Local Area Network**; drafted daily and weekly work reports for the senior management * Identified & resolved **hardware, software & end users problems**   Trainings Attended   * **Prozm SAM Certified Professional** * **BSA Vera Firm Certified** * **CCNS:** (CMS Certified Network Specialist) * Diploma in **Hardware, N+ from CMS** * **MCSA** (Microsoft Certified Solution Associate) from CMS * **CCNA & CCNP Trained** from Zoom Tech * **Linux** from CMS * **KPMG SAM Process**   Personal Details  **Date of Birth:** 13th December 1989 **Languages Known:** English, Hindi, Telugu **Current Address:** Marathalli, Bangalore  **Passport No.:** L2220901; **valid till:** Jun’23  Target Location: Bangalore/ Hyderabad | |