

PRIYANSHU YADAV

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SUMMARY

Seeking career advancement with an esteemed organization to leverage my expertise in software asset management and contribute to the success of my team and organization.

EXPERIENCES

HCL Technologies Ltd. (30 Sept 2022 - Present)

Designation: SAM Analyst

Noida, Uttar Pradesh, India

- **End-to-End Software Lifecycle Management:** Managing the entire software lifecycle from procurement and deployment to retirement or renewal, ensuring efficient software license utilization.
- **Ensuring Compliance:** Ensuring software license compliance through reconciliation, thereby minimizing the risk of non-compliance.
- Managing software inventory using ServiceNow tool, work on the tickets raised by end users, assist end users and resolve their complex issues related to license activation.
- Software model and entitlement creation on daily basis in ServiceNow.
- **Cost Optimization:** Transferring license from one user to another, harvesting the licenses of inactive users and making them available for active users.
- **License Procurement:** Procurement of licenses for publishers like TechSmith, Autodesk etc.
- **Vendor Relationship Management:** Establishing and nurturing strong relationships with software vendors, negotiating favorable terms and licensing agreements.
- Managing requests of Upstream department (UIT, Largest revenue dept.) of the client and lead my team in Bi-weekly meeting with client.
- Tracking invoices proactively once the license has procured until invoices paid.
- **Testing in Lower instances:** Actively working on ServiceNow workflow testing in lower instances like CitizenDev and Acceptance.
- To provide and implement cost-effective alternatives to users with specific software requirements effectively.
- Identified patterns and communicated outcomes from customers to synthesize business requirements.
- Boosted CSAT (Customer Satisfaction) by eliminating inefficient processes.
- Aware users on automation systems and features to reduce work time and achieve quality results.

SKILLS

- SAM Pro and ITAM.
- Hands on experience in PO creation and submit purchase requisition for TechSmith, Autodesk and similar procurement software solutions.
- Vendor portal management for various publishers like Adobe and Pluralsight.

- Knowledge of the ServiceNow platform, including Service Catalog, Incident Management, Problem Management, Change Management, and Configuration Management Database (CMDB).
- Practical experience in Software Asset Management and license purchasing.
- Knowledge of Contractual terms and conditions.
- License compliance and risk assessment.
- Customer satisfaction.
- Experience in conducting training sessions and preparing user documentation.
- Vendor Management.
- Hand on experience on MS Excel (H and V look up), MS Word, MS PowerPoint.

EDUCATION

B.Tech in Electronics and Communication Engineering (ECE)

Noida Institute of Engineering and Technology (NIET), Greater Noida

07/2018 - 07/2022

CERTIFICATIONS

- **ITIL 4 Foundation by Skillsoft**

LANGUAGES

- 1) English: 100 % Proficiency
- 2) Hindi: 100 % Proficiency

HOBBIES

Exploring new places