





LAURA DALLES

IT ASSET MANAGER

CONTACT

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(123) 456-7890 
New York, NY 
[LinkedIn](#) 

EDUCATION

Bachelor of Science
Computer Science
Columbia
August 2013 - May 2017
New York, NY

SKILLS

Asset lifecycles
Forecasting and budgeting
Asset procurement
International logistics
Problem solver
Multitasker

CERTIFICATIONS

Certified Asset Management
Professional (CAMP)

WORK EXPERIENCE

IT Asset Manager

NYC Health + Hospitals

December 2019 - current / New York, NY

- Monitored healthcare software systems, improving security that reduced the risk of data breaches by 45%
- Headed daily and long-term asset management during COVID-19, using capitation models of service to increase revenue by 30%
- Executed hardware changes, speeding patient check-in by 42%
- Evaluated IT financials monthly to remain under budget in 2020
- Supervised 50+ IT analysts, improving departmental operations that saved \$10M+ between 2019 and 2021

IT Asset Manager

Known

August 2017 - December 2019 / New York, NY

- Constructed financial targets quarterly, meeting or exceeding 100% of targets by improving software efficiency
- Optimized software and hardware expenditures across 6 departments, ensuring ROIs of at least 15%
- Crafted systems for company asset movement, presenting reports to C-level suite that improved financial performance by 9%
- Oversaw 10+ departments, tracking performance metrics and ensuring all staff members outperformed targets

IT HelpDesk Manager

2U

August 2016 - August 2017 / New York, NY

- Handled staff recruitment, interviewing, and hiring processes, bringing on determined staff that reduced staff turnover rates by 4% and increased internal promotion rates by 14%
- Tracked staff metrics, including customer service satisfaction surveys to assess job performance
- Managed 20+ staff members, providing direct mentorship that improved customer service, confidence, and IT knowledgebase
- Provided incentives for improving job performance, driving customer satisfaction up by 10% and staff efficiency by 18%

IT HelpDesk Tech Support

2U

August 2013 - August 2016 / New York, NY

- Resolved technical problems for 50+ customers a shift via chat
- Assessed solutions based on diagnostics and documentation, and provided answers to customers within 7 minutes on average