





LAURA DALLES

IT ASSET MANAGER

CONTACT

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

EDUCATION

Bachelor of Science
Computer Science
Columbia
2009 - 2013
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