

# Michelle Jones

## Co-Founder and Director of ITAM Services

### Background

- ❖ Over 24 years in IT with 18 of those specialising in IT Asset Management both in an Customer and Service Provider environment
- ❖ IT Account Manager for a national IT reseller with large clients across the UK, responsible for new business, managing sales forecasting for customer hardware and software requirements
- ❖ IT Asset and Compliance Manager for 6 years within the Insurance sector; responsibilities included building the ITAM function from its inception through to an established operating model
- ❖ Principal SAM Consultant for an LSP; direct management of a team of 15 consultants, leadership and mentoring, accountability for multiple projects, internal cost models and financial reporting
- ❖ Service Success Manager for a Global Software Service provider with in-direct management of over 15 consultants for Managed Services

### Skills and expertise

- ❖ IT Asset Management & Spend Optimisation Services
- ❖ Team Management, mentoring & Leadership
- ❖ Service Portfolio standardisation and continuous Improvement
- ❖ Service Governance end delivery expertise
- ❖ Governance, Risk Management & Mitigation
- ❖ Budget Management & Financial Control
- ❖ BCS Certificate in Software Asset Management Essentials
- ❖ ITIL Foundation Certificate in IT Service Management
- ❖ ITIL Service Design Certification
- ❖ Certified Snow Software Professional & Advanced User Certification

### Major Achievements

- ❖ Creation from inception of a ITAM Function within the financial and insurance sector. I created the policies and processes for operational success along with securing £250K of funding for Asset Management technology which was rolled out across 5 business entities across the UK.
- ❖ An overhaul of the ITAM Services portfolio for a large reseller, this included a full rewrite of all the Statement of Works and accompanying internal operating procedures to ensure efficient and effective delivery of all services.
- ❖ Leadership and mentoring of ITAM analysts to enable their development and career prospects within the ITAM industry; some of these people are now Senior Consultants and very successful.
- ❖ Service Success Manager responsible for the service initiation through to BAU management of a large ITAM Managed Service for a British multinational speciality chemicals and sustainable technologies company.
- ❖ Co-Founder of ITAM Worx in 2022, hosting customers on our ITAM technology platform and providing ITAM Services to our customers via our associate partner model.