

PATRICK M. DUFFY

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Experienced IT Asset Management and Procurement Leader with 15+ years connecting business and technology to achieve operational efficiency, cost savings, and strategic change. Skilled in building global ITAM programs, optimizing asset lifecycles, minimizing risk, and managing hardware/software portfolios. Strong background in leading teams, improving data integrity, sustainability, and aligning IT services with business goals. I am certified in ITAM and project management.

PROFESSIONAL EXPERIENCE

JELD-WEN, Charlotte, North Carolina

April 2022 – September 2025

Manager, Information Technology Asset Management & Procurement

Led the advancement and development of the global IT Asset Management program, emphasizing asset lifecycle optimization, corporate cost reduction, and mitigation of risks associated with hardware and software assets.

- Program scope encompassed computers, monitors, printers, servers, networking equipment, tablets, mobile devices, and software licensing.
- Supervised the IT Asset Management and Build/Site Support teams, and defined and governed processes, policies, and procedures for the global Asset Management program.
- Managed strategic IT vendor relationships, including manufacturers, software publishers, resellers, mobile carriers, third-party service providers, and lease partners.
- Oversaw all aspects of IT invoicing and hardware leasing, ensuring accuracy and timeliness of payments, adherence to lease schedules, robust inventory management, and optimized hardware utilization and returns.
- Served as owner of the ServiceNow Asset repository, Software Asset Management Pro module, and Discovery tool, focusing on enhancing data quality and accuracy to support both immediate and long-term business goals.
- Assessed software licensing and usage to evaluate corporate risk and achieve reductions in company-wide software expenditures.
- Directed end user experience by collaborating with business stakeholders to understand requirements and identify hardware/software solutions that promote optimal performance and operational efficiency.
- Conducted a strategic assessment of the IT footprint, identifying cost-saving opportunities with a projected annual impact of \$1.5 million.
- Enhanced remote employee hardware recovery by deploying new tools and improving operations, resulting in a 60% increase in recovery rate and a 30% reduction in costs.
- Strengthened hardware data integrity through data cleansing initiatives and collection of essential data points, contributing to a 12% decrease in monthly leased desktop hardware expenses.
- Implemented a national e-waste disposal program to guarantee efficient and environmentally responsible handling of electronic waste. The initiative adheres to international standards, including ISO 19770, ISO 27001, ISO 14001, and ISO 9001.

CONTENDER SOLUTIONS, Tampa, Florida

August 2020 – March 2022

Project Manager / Business Transformation Consultant / ITAM Process Specialist

Led Contender resources and client teams in the implementation of various ServiceNow product modules, including IT Service Management, Operations Management, Business Management, and Asset Management.

- Oversaw multiple client engagements utilizing Agile project methodology; facilitated project meetings, managed project resources, and tracked finances.
- Delivered subject matter expertise and guidance in IT Asset Management, including assessment and documentation of ITAM business practices, policies, and processes.

INGERSOLL RAND / TRANE TECHNOLOGIES, Davidson, North Carolina

August 2019 – April 2020

Senior Analyst – Information Technology Asset Management, Applications

Oversaw the management of 2,075 applications throughout the separation process as Ingersoll Rand transitioned into two distinct companies, employing the ServiceNow suite of tools such as Asset and CMDB.

- Analyzed data to support Application Asset Management programs.
- Utilized ServiceNow task boards to monitor application progress at each stage of the transition.

LPL FINANCIAL, Fort Mill, South Carolina

August 2016 – August 2019

AVP, Hardware & Software Asset Management

Led the company's IT Asset Management program, setting strategy for hardware and software assets—including devices and software licensing—across their entire lifecycle.

- Managed approximately 20,000 hardware assets and 25,000 software applications throughout the Asset Lifecycle, from procurement through end of life. Led all hardware inventory exercises.
- Implemented national hardware disposal program, aligned with ISO standards.

ALLSTATE INSURANCE CORPORATION, Charlotte, North Carolina

June 2014 – August 2016

Manager, Inventory Control and Logistics

Defined Asset Management processes, policies, and procedures for all Infrastructure hardware servers. Actively partnered with Finance, Infrastructure Engineering, Fulfillment and Data Center teams.

- Led the Server Inventory and Logistics team located in multiple locations throughout the US. Managed 15,000 servers, responsible for the entire Server lifecycle process; design and procurement through decommission and disposal.

CARDINAL SOLUTIONS GROUP, Charlotte, North Carolina

August 2011 – June 2014

Senior Consultant II

Provided Information Technology Project Management and Business consulting expertise for multiple customers across various industries. Responsible for building and maintaining the client relationship. Conducted discovery meetings to identify the internal challenges, business needs and gaps to meet the project objectives and operational efficiencies.

CERTIFICATIONS

Project Management Professional (PMP)

Certified Professional Scrum Master

Certified Artificial Intelligence Asset Manager (CAIAM)

Certified Hardware Asset Management Professional (CHAMP)

Certified Software Asset Manager (CSAM)

Certified Asset Management Security Expert (CAMSE)

Certified Mobile Asset Manager (CMAM)

Certified IT Asset Disposition (CITAD)

Certified IT Asset Manager (CITAM)

ITIL Certified, Foundations Certificate

Six Sigma Green Belt Certification

AFFILIATIONS

Member of the Project Management Institute

Member of the International Association of Information Technology Asset Managers

EDUCATION

Lewis University, Romeoville, Illinois, B.A., in Business Administration/Management and Marketing