

Laim McKenzie

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Profile

My name is Laim McKenzie and I live in Paisley, Scotland. I have been working in IT Asset Management since 2016. I completed a 2 year IT Apprenticeship in 2018 during my time at Getronics before moving onto Softcat Plc. In my free time I am a freelance web and software developer. I am willing to relocate.

Experience

Asset Intelligence Technical Analyst @ Softcat : 2018-Present

Reporting to the Asset Intelligence Technical Lead, managing multiple Snow Software platforms from on-premise, dedicated and hosted customers.

Key Responsibilities

- Daily maintenance of Snow Software Platforms
- Creation, Maintenance and Implementation of Custom Reports, Procedures and Jobs in SQL Server to increase features and maintainability of environments
- Creation, Maintenance and Implementation of new and existing processes to mature our Asset Intelligence (ITAM) offering(s) and provide more accurate and usable data to customers
- Implement and Configure a range of Snow Software products on-premise, hosted and dedicated to a wide range of customers
- Management of AD on Windows Server 2016
- Management of GitLab Environment on Ubuntu Bionic Beaver

Asset Intelligence Technical Lead for Movere @ Softcat Plc : 2018-2020

Reporting to the Asset Intelligence Technical lead, managing the technical aspects of our Movere Offering.

Key Responsibilities

- Maintaining Technical Processes
- Managing and deploying the Movere Tenant to existing and new customers
- Main point of contact for Technical Support and Requirements queries

Software Asset Analyst and Technical Lead @ Getronics : 2016-2018

Providing a Single Point of Contact for customer's licensing estates on a daily basis, offering ad-hoc license reporting, assisting in Microsoft ELP, Cloud Based and Subscription Based licensing, along with leading projects for removal of non-compliant software from customer estates, as well as supporting and maintaining the Getronics Service Provider Edition of Snow Software.

Lead UI Designer @ NextGenUpdate, Inc : 2016-2018

Lead User Interface Designer of an online community forum of 2M users, as well as Custom Success Manager from 2014-2016. During this time I designed and implemented additional services for the subscription offerings to further expand the service and bring in new users as well as keeping existing.

Skills

- TSQL, .NET (VB, C#)
- MySQL, PDO, PHP, HTML, CSS
- Windows Server, MacOS, Linux (Ubuntu)
- Microsoft Office, SQL Server, Active Directory, GitLab, GitHub

Certificates

- ITIL Foundation Level
- Movere Technical Certification
- Snow Inventory Administrator
- Snow License Manager Advanced User
- Snow License Manager User
- Security Clearance (information available on request)

References

References are available on request