

Laim McKenzie

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Introduction

My name is Laim McKenzie, and I live near Glasgow, Scotland. I have been working in IT Asset Management since 2016 when I started a 2-year IT Apprenticeship at Getronics, before moving to Softcat Plc in 2018. In my free time I enjoy software development and gaming.

Education

QA Apprenticeships – 2016 – 2018

SCQF Level 6 and Level 8

Experience

Asset Intelligence Senior Technical Analyst – Softcat Plc – 2020 – Current

Reporting to the Asset Intelligence Technical Lead, management of multiple Snow Software platforms on-premise, hosted dedicated and hosted shared (SPE).

- Daily Maintenance of Platforms
- Installation, Upgrade and Migration of Snow Software Products including Snow License Manager 7 – 9 and Snow Inventory 3 – 6, on site and remotely
- Customer Engagement during and after implementation
- Technical Point of Contact for a range of dedicated and on-premise customers hosting weekly and monthly reviews
- Engagement with Product Vendors to report, implement and track security flaws and product bugs
- Management of Team during Technical Lead Annual Leave
- Escalation Management
- Creation, maintenance, and implementation of custom procedures and jobs in SQL Server
- Creation, maintenance, and implementation of new and existing processes to mature out ITAM offerings
- Creation, maintenance and implementation of custom reports and custom procedures for Snow License Manager and Snow Inventory
- Management of GitLab CE for Script Source Control
- Creation of tools in C# to increase team productivity, task workflow and platform monitoring

Asset Intelligence Technical Analyst – Softcat Plc – 2018 – 2020

Reporting to the Asset Intelligence Technical Lead, management of multiple Snow Software platforms on-premise, hosted dedicated and hosted shared (SPE).

- 1st, 2nd, and 3rd line support of Snow Software products including Snow Integration Manager, Snow Inventory and Snow License Manager
- Daily maintenance of platforms
- Implement and configure a range of Snow Software Products for on-premise, hosted and dedicated customers from 100 to 100,000 seats
- Customer Engagement calls before, during and after successful implementation

Software Asset Management Technical Lead – Getronics – 2018 – 2018

Support, maintenance, and management of Getronics Service Provider Edition of Snow License Manager.

- Configure and maintain Snow Inventory Gateway instances on customers platform as well as the master server instance
- Configure and maintain additional technology using Snow Integration Manager (SIM)
- Ensuring that System Updates, Upgrades and Fixes are well documented, planned, communicated, and tested successfully and effectively with minimal unplanned downtime and user impact

Software Asset Manager – Getronics – 2016 – 2018

Providing a Single Point of Contact for customer's licensing estates daily, offering ad-hoc license reporting, assisting in Microsoft ELP, Cloud Based and Subscription Based licensing, along with leading projects for removal of uncompliant software from customer estates.

Reporting and Licensing Knowledge on Adobe, Microsoft, Symantec, and Insight Software. Responsibility for creating custom reports within the Snow License Management Platform in SQL and creating additional management tooling within .NET to assist in the troubleshooting, re-installation and uninstallation of Snow Agent 5 and Snow Inventory Client 3 across multiple customers remotely to assure legal compliance of I.T. Software using custom tooling created by myself.

Experience using Industry leading CRM tool Service-Now and Industry Leading License Management Solution Snow License Manager.

Certifications

- 2021: Snow Base Technology Engineer
- 2021: Snow Server and Enterprise Licensing
- 2021: Snow Desktop and End User Licensing
- 2021: Snow Commander Installation
- 2021: Snow Platform Foundation
- 2021: Snow Partner Platform Admin for SAM
- 2021: Snow Partner Business Consultant for SAM
- 2021: Snow Partner Implementation Project Manager for SAM
- 2021: Snow Partner Licensing Consultant for SAM
- 2021: Nexthink Experience Advocate
- 2021: Nexthink Technical Sales
- 2020: Snow Automation Platform Foundation
- 2020: Snow Integration Connectors (SIC)
- 2020: Snow Inventory Administrator
- 2020: Snow Platform Essentials
- 2019: ITIL Foundation Level (ITIL 4)
- 2019: Snow Inventory 5 Installation and Administration
- 2019: Snow License Manager 8 SPE Installation & New Customer Onboarding
- 2019: Movere Partner Certification
- 2018: Movere Sales Certification
- 2018: Movere Technical Certification
- 2017: Snow Inventory Administrator (CSP)
- 2017: Snow License Manager User (CSP)
- 2017: Snow License Manager Advanced User (CSP)

All certificates are available on request. Links to view are also available on my LinkedIn page [here](#).

References

Available on request.