SUMMARY

Experienced Software developer with over 12 years' working experience in the following industries:
- Banking
- Telecommunications
- Insurance
- Software Consulting
- Freelancing
- Media

Specialising in:
- Software development
- Full Stack development
- Web development
- Application Development
- Analytics
- SQL Development
- System Integrations
- System Administration
- System Support
- Software installation and configuration
- Extract, transform, and Load data
- Data analysis
- Java Development
- BMC Remedy ITSM
- BMC Remedy Service Request Management
- BMC Remedy CMDB
- BMC Remedy Atrium Orchestrator
- BMC Remedy Smart Reporting
- BMC Remedy MyIT
- BMC Remedy Service Level Management

Databases Experience: Oracle, MS SQL, MySQL, MariaDB, MongoDB, PostgreSQL.
Development Languages: Java, PHP, HTML, Angular, React, Typescript, JavaScript, jQuery, ColdFusion, Shell/Bash scripting.
Architecture: Client-Server
Extra Technologies: CSS, JSON, REST, XML, MVC, Bootstrap
Methodologies: Agile

Major and most successful Project Achievements:

Year: 2022 Project Achievement: **E-Base new security features**
Year: 2021 Project Achievement: **Training force clicker feature**
Year: 2020 Project Achievement: **APBCO mobile app**
Year: 2019 Project Achievement: **On-board MOBEX onto BMC Remedy**
Year: 2018 Project Achievement: **BMC Remedy Upgrade**
Year: 2016 Project Achievement: **LHSDistellery.com**

Web Projects Worked On:

- https://www.tthale.co.za/

- https://tcc.workforce.co.za/
- https://app.eeb.co.za/
- https://www.lum.co.za/
- https://testapp.workforcehealthcare.co.za

TECHNICAL SKILLS MATRIX

Expertise	Level
Training Only	1
Limited Practical Experience/Proof of Concept	2
Solid Practical Experience	3
Extensive Practical Experience	4
Expert Level	5

SKILLS	Years of Experience	Last used	Level
BMC Remedy Development	8	2019	4
Shell/Bash Scripting	6	2024	5
Unix / Linux	9	2024	5
AWS	4	2024	3
Oracle Analytics Cloud	4	2022	3
Perl scripting	5	2016	3
Java Programming	4	2018	3
C#	5	2024	3
.Net	4	2024	3
Swagger	2	2024	2
C++	4	2016	3
VB (Virtual Basic)	2	2012	2
PHP Programming	9	2024	5
ColdFusion Programming	2	2013	3
Apache Subversion (SVN)	4	2024	4
MVC	8	2024	4
UML	4	2024	4
Laravel	4	2024	3
HTML, XHTML, HTML5	12	2024	5
CSS/CSS3	**12**	2024	**5**
jQuery	12	2024	5
JavaScript, ES6	12	2024	5
AJAX	12	2024	5
Node.JS	5	2024	4
React .JS	5	2021	3
Angular.JS	5	2022	3
Bootstrap	8	2024	4
GIT	8	2024	4
Web Services (SOAP)	6	2022	3
RESTful API's	5	2024	4
PL/SQL (Create procedures, packages, triggers, functions, views, tables)	5	2019	4
MySQL	8	2024	3
System integration	8	2024	4
Data Modelling, Data Mapping	8	2024	4
ITIL	8	2019	4

PostgreSQL	6	2024	4
Python	4	2024	4
Linux Containers/Docker	4	2024	3
Jira	6	2024	4
Confluence	6	2024	4

QUALIFICATIONS

Tertiary Education			
Year	Degree/Diploma	Description	Institute
2013	Diploma	Information Technology	Belgium Campus ITversity
Certification/Courses/Training			
Year	Certificate/Course	Description	Institute
2011	Certificate	ITIL V3 Foundation	People Cert Group
2010	Certificate	Information Technology Business Learnership Program	Tshwane University of Technology
2010	Certificate	BMC Certified Administrator	AVP Education Services
2010	Certificate	WebSphere Application Server 6.1 & Basic Administration	Working Technologies
2021	Certificate	Business Intelligence Developer: Oracle Course	ZTQ Solutions
2020	Certificate	AWS Cloud Practitioner Essentials (Second Edition)	AWS Training and Certification
Secondary Education			
Year	Certificate	Description	Institute
2007	Matric	Grade 12	Forest High School

PERSONAL DETAILS

Full Name & Surname	Tebogo Thale
Known As	Tebogo
ID	890125902089
Contacts	0633760095
Date of Birth	1989/02/12
Nationality	South African
Race	African
Gender	Male
Marital Status	Single
Email Address	Tthale34@gmail.com
Living Location	4 Tiger Road, Birchleigh, Kempton Park
Languages	Setswana, English, Sotho, Zulu
Drivers Licence	Yes
Own Transport	No
Notice Period (Days)	30

EMPLOYMENT OVERVIEW

Company	Position	Permanent/ Contract	Period
Workforce Holdings	Software Developer	Permanent	Oct 2021 - Current Reason for leaving: Looking for a new challenge.
APBCO	Full Stack Developer	Contract	Dec 2020 – Sep 2021 Reason for leaving: Got a better offer
ZTQ Solutions	Business Intelligence Program	Temp	Aug 2020 – Dec 2020 Reason for leaving: Course had ended
Quintica	Senior Support Engineer / BMC Remedy Developer	Contract	Apr 2018 – Mar 2019 Reason for leaving: Contract ended
Gijima	Technical Specialist / Senior BMC Remedy Developer	Contract	Dec 2016 – Mar 018 Reason for leaving: Contract ended
Self – Employed	Web Developer	Temp	Jun 2015 – Nov 2016 Reason for leaving: Contract opportunity
Blue Turtle Technologies	Remedy Consultant	Contract	May 2014 – Jun 2015 Reason for leaving: Contract ended
MTN – Software Innovate	Software Engineer / BMC Remedy Developer	Contract	Jul 2012 – Nov 2013 Reason for leaving: Contract ended
Standard Bank South Africa	Programmer – BMC Remedy Developer	Permanent	Jul 2010 – Jul 2012 Reason for leaving: Looking for new challenges

CURRENT EMPLOYMENT

Company	Workforce Holdings
Industry	Stuff Training, Healthcare, Funeral/Wellness Insurance, Recruitment, Finance
Consulting Clients	Healthcare, EEB, TCC, KBC
Job Title	Software Developer
Period	October 2021 – Current
Reason for wanting to leave	Growth

Overall Duties & Responsibilities:

- Requirements gathering, technical requirements, development, testing, deployment and source control.
- Assess and manage functional and non-functional requirements and ensure that they are addressed with the technical solution.

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- Design and build product deliverables as per specifications, escalates technical design or specification issues to Systems business Analyst/Project Manager and
- Software Development Manager end work within a given time frame to complete coding.
- Conceptualise and Design complex development solutions based on various programming languages and database technologies.
- Design and build product deliverables as per specifications, escalates technical design or specification issues to Systems business Analyst/Project Manager and
- Software Development Manager end work within a given time frame to complete coding.
- Builds product deliverables per specifications, escalates technical design or specification issues to business analyst/project manager and works within a given time frame to complete coding.
- Conduct regular software development on Internal developed software platform.
- Follow good development practices and software development life cycle methodologies throughout product development.
- Change management - participating in every aspect of the development and implementation, working with business analysts to ensure full understanding of the change Implications to current business processes.
- Data migration between systems for reporting purposes.
- Keep up to date with the evolving technologies and architectures, including deployment practices, Object Orientated Programming, mobility, etc.
- Keep up to date with platform-independent Web technologies.
- Knowledge transfer within the team.
- Assist Junior level colleagues with further development.
- Code reviews when required.
- Advise on best practices to improve our environment.
- Provides day-to-day system support. Including:
  - Providing system operations information to system users
  - Providing integration information to supporting roles (i.e. business analytics and intelligence)
  - Assisting in the creation of documentation and/or user manuals
  - Managing user access for internal and external users
  - Continuous status updates to business analyst/project manager
- Current project:
  - Wellness screening booking and questionnaire (workforcehealthcare.co.za)

PREVIOUS EMPLOYMENT

Company	APBCO
Industry	Insurance
Consulting Clients	APBCO Legacy
Job Title	Full stack developer
Period	December 2020 – September 2021
Reason for wanting to leave	Better development opportunity

Overall Duties & Responsibilities:

- Mobile development using Angular.
- PHP development.
- SQL scripting using Sybase.
- Enhancing mobile application.
- Enhancing features on currently web application.
- Fixing any issues picked up by users.

- Code deployment using GitLab.
- Reviewing other developer's code.
- Requirements gathering for new features.
- Day-to-day maintenance of the systems.
- Attend weekly update meetings.
- Application testing.

PREVIOUS EMPLOYMENT

Company	ZTQ Solutions
Industry	Online Learning Management System
Consulting Clients	ZTQ Solutions
Job Title	Business Intelligence Developer
Period	August 2020 – December 2020
Reason for wanting to leave	Looking for New Opportunities

PREVIOUS EMPLOYMENT

Company	Quintica
Industry	Telecommunication
Consulting Clients	Vodacom
Job Title	Senior Support Engineer
Period	April 2018 – March 2020
Reason for Leaving	Contract ended

Overall Duties & Responsibilities:

- Analyse current production environment and provide feedback (Review logs files, configuration, and suggest best practise configuration).
- Enhancement and change development on BMC Remedy ITSM Ver. 8 minimum on multiple platforms.
- Provide application support for the configuration, customization, and administration of the Remedy ITSM application in close coordination with the customer staff.
- Analysing customer/business requirements and developing implementation strategy for ITSM solution.
- Working with Change Management, Incident and Problem Management process principles, relationships, and metrics.
- Working with BMC Analytics and Dashboards.
- Troubleshoot, analyse, and resolve reported integration issues on Oracle Fusion.
- Troubleshoot Web Service transactions using SOAP.
- Troubleshoot, analyse, and resolve reported integration issues on BMC Atrium Orchestrator.
- BMC Remedy ITSM changes.
- Maintain BMC Remedy CMDB information.
- BMC Remedy Asset Management.
- Import and update BMC Remedy information (Foundation data).
- Extract, Transform, and Load data.
- Build, update, and maintain reports on SAP Business Objects.
- SQL Development.
- Java Development.

- Troubleshoot long running queries.
- Optimise Application Performance.
- Manage incidents assigned to the team.
- Investigate incidents logged and assigned to the support group.
- Maintain foundation information on BMC Remedy.
- Deploy changes made on BMC Remedy.
- Document new and enhanced Development.
- Document Application Processes.
- Create training documentation.
- Facilitate end-user Training.

Project Profile 1

Project Name	Day-to-day Support
Description/About	Ticketing System
Period	April 2018 – March 2019
Role in Project	2nd Level Engineer
Team Size on Project	System Architect, 2 3rd Level Engineers, 2 second level Engineers, 4 1st Level Engineers, 2 Report Engineers
Type of Development	Full Stack – BMC Remedy Development.
Technologies & Tools Used:	
PL/SQL	JavaScript
jQuery	JSON
Web Services	XML
Java	
Methodologies used:	
Agile	

Project Profile 2

Project Name	On-board MOBEX on BMC Remedy
Description/About	Ticketing application
Period	June 2018 – January 2019
Role in Project	Production Developer and Support/ Training Facilitator
Team Size on Project	Team: Project Manager, Senior Architect, Dev Developer, Integration Developer, Business Analyst, Production Developer and Support
Type of Development	Full Stack – BMC Remedy.
Technologies & Tools Used:	
BMC Remedy Development	PL/SQL
Web Services	Java
XML	jQuery
JavaScript	Node.js
Methodologies used:	
Agile	

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Company	**Gijima**
Industry	Government
Consulting Clients	Western Cape Government

Job Title	Technical Specialist ||| / Senior BMC Remedy Developer
Period	December 2016 – March 2018
Reason for Leaving	New Contract Opportunity

Overall Duties & Responsibilities:

- Analyse current production environment and provide feedback (Review logs files, configuration, and suggest best practise configuration).
- Create BMC Remedy 9.1 ITSM Suite deployment plan and document it.
- Create architecture document for the new BMC Remedy environment.
- Provide hardware specification and requirements documentation.
- Configure F5 for load balancing.
- Document product catalogue administration.
- Prepare SQL queries for collection of foundation data.
- Investigate current environment slow responses.
- Investigate, review and advise on Ports and Queues.
- Liaise with BMC Support for any call logged.
- Log calls with BMC Support.
- Provide client with BMC Remedy ITSM 9.1 documentation.
- Prepare SQL database for new BMC Remedy 9.1 installation.
- Document BMC Remedy 9.1 installation.
- Download BMC Remedy 9.1 installs.
- Install BMC Remedy 9.1 on the development servers.
- Provide client with foundation data recommendations.
- Upload Foundation data using Remedy Data Management tool.
- Resolve 9.1.02 Plugin issue on the Service Request Entry.
- Build, update and deploy Service Requests.
- Smart Reporting – Configure the on-boarding and content import.
- Provide BMC Remedy Smart Reporting administration documentation.
- LDAP Configuration.
- Implement BMC Remedy SSO installation and configuration.
- Ensure that all solution delivery will be conducted on time.
- Conduct requirements gathering, analysis, and evaluation.
- Assist with current BMC Remedy maintenance.
- Actively participate as team member in planning, designing and implementing changes.
- Advise on business continuity best practise for BMC Remedy.
- Provide guidelines with user access rights and maintenance functions.
- Support and administer the development and product server environments.
- Ensure that a BMC health check and quality assurance is conducted.

Project Profile 1

Project Name	BMC Remedy Support	
Description/About	Ticketing Application	
Period	December 2016 – March 2018	
Role in Project	Lead Support Engineer	
Team Size on Project	Director, Manager, Lead Support Engineer, Senior Support Engineer, Support Engineer	
Type of Development	Full Stack – BMC Remedy Application.	
Technologies & Tools Used:		
MS SQL	BMC Remedy Development	
F5	ITIL	

MongoDB	JavaScript
Java	jQuery

Project Profile 2

Project Name	BMC Remedy Upgrade
Description/About	Ticketing application
Period	February 2017 – January 2018
Role in Project	BA, Solution Architect, Developer, Tester,
Team Size on Project	I worked alone
Type of Development	Full Stack – BMC Remedy.
Technologies & Tools Used:	
MS SQL	JavaScript
jQuery	Power shell scripting
XML	Web Services
System Integration	Java
SOAP UI	MongoDB
Smart Reporting	JavaScript/jQuery

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Company	**Blue Turtle Technologies**
Industry	Banking, Telecommunication
Consulting Clients	Standard Bank, MTN Cameroon
Job Title	Remedy Consultant
Period	May 2014 – June 2016
Reason for Leaving	Contract ended

Overall Duties & Responsibilities:
- BMC Remedy IT Service Management 8.x Installation and Configuration.
- Create and update Functional and Technical specification documentations for new or existing BMC Remedy 8.1 requirements.
- Create Test Cases for User Acceptance Testing.
- BMC Remedy development using the BMC Developer Studio tool.
- Design, develop and unit-test Remedy ARS program code, functions, and scripts to efficiently extend and enhance the Remedy forms and workflows.
- Configure, test and implement PATCH upgrades.
- Setup, test and implement VERSION upgrades.
- Configure, Test and Implement BMC AR System integration with other system using web services, BMC ARS Java API, and Oracle database.
- Enhance BMC Remedy IT Service Management suite through development using the Developer studio tool.
- Configure email notifications.
- Monitor BMC AR System email engine.
- Create custom application on BMC Remedy AR System 8.1.
- Develop and enhance BMC Remedy AR System using Developer Studio.
- Analysis data flow throughout the BMC Remedy 8.1 application.
- Import Data using BMC AR Import.
- Configure BMC CMDB for data imports.
- Liaise with customers regarding enhancements and new or existing requirements.
- Create service request and integrate into the ITSM 8.1 module.
- Extract data from legacy systems for migration to latest BMC Remedy versions.

- Prepare data for load on the BMC Remedy data load sheets.
- Prepare and update data using the Data Management Tool
- Manage data modelling using the Atrium CMDB.

Project Profile 1

Project Name	Ubora
Description/About	Implement BMC Remedy across SBSA, SB CIB
Period	July 2014 –April 2015
Role in Project	Service Request Developer, Support Engineer
Team Size on Project	Director, SBSA Managers, Multiple Project Managers, BMC Remedy Developers, ETL Developers, Reporting Engineers, Multiple Testers, etc.
Type of Development	Full Stack – BMC Remedy.
Technologies & Tools Used:	
Data Modelling	Shell scripting
Java	JavaScript
jQuery	BMC Remedy Development
Unix	PL/SQL
Shell scripting	

Project Profile 2

Project Name	MTN Cameroon Support
Description/About	Ticketing application
Period	May 2015 – June 2015 (Example: Dec 2018 – Current OR Dec 2018 – Feb 2019)
Role in Project	Support Engineer
Team Size on Project	I worked alone
Type of Development	Full Stack– BMC Remedy.
Technologies & Tools Used:	
JavaScript	jQuery
HTML/5	CSS
Shell scripting	Unix/Linux

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Company	**MTN – Software Innovate**
Industry	Telecommunication
Consulting Clients	MTN
Job Title	Software Engineer
Period	July 2012 – November 2013
Reason for Leaving	Contact ended

Overall Duties & Responsibilities:

- BMC Remedy AR System 7.x Development.
- BMC Remedy AR System 7.x trouble shooting, performance tuning and configuration.
- Develop using BMC AR System Administrator.
- Develop and Support NIMS (Network Infrastructure Management System) application built on BMC Remedy AR System (In house application).
- Develop PL/SQL scripts for data manipulation, maintenance, and reporting purposes.
- Create PL/SQL procedures, functions, triggers, views, and packages.
- Develop BMC Remedy AR System workflow according to defined processes.

- Resolve request received from users.
- Enhance Project Management System (application built on BMC Remedy AR System).
- Resolve Project Management System issues.
- Extend Project Management System functionality to web application using ColdFusion.
- Web development using ColdFusion.
- JavaScript/ jQuery Development
- CSS / CSS3
- HTML / HTML 5
- Promote ColdFusion development to the production environment using Subversion.
- Resolve Project Management System issue on the web interface.
- Manage web interface of the Project Management System for external customers.
- Create additional functionality on Current applications.
- Maintain development standards.
- Maintain application data.
- Create reports for customer and management dashboards using PL/SQL.
- Troubleshooting incurred issues on applications.
- Integrate in house web applications with the BMC Remedy ARS applications.
- Maintain and enhance current integrations.
- Enhance current web application.
- Create, maintain and enhance PL/SQL procedures, packages, functions, views, tables, triggers.
- Liaise with customers regarding enhancements and requirements.

Project Profile 1

Project Name	Network Infrastructure Management System	
Description/About	Telecommunication application	
Period	July 2012 – July 2012	
Role in Project	Software Engineer	
Team Size on Project	Team of 6 Engineers, 1 Report Engineer and a Manager	
Type of Development	Full Stack – BMC Remedy.	
Technologies & Tools Used:		
PL/SQL	jQuery	
JavaScript	HTML/5	
CSS /CSS3	ColdFusion	
Shell scripting	Java	
FACTS	C++	
C# Programming	Apache Subversion (SVN)	
VB (Virtual Basic)	UML	
Unix/Linux		
ColdFusion Programming		
HTML/5	JavaScript	
jQuery	CSS /CSS3	

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Company	**Standard Bank South Africa**
Industry	Banking
Consulting Clients	Standard Bank
Job Title	Programmer
Period	January 2010 – July 2012
Reason for Leaving	New Development Application

Overall Duties & Responsibilities:

- BMC Remedy IT Service Management 7.x: Installing and Configuring
- BMC Remedy AR System 7.5.x trouble shooting, performance tuning and configuration
- BMC Atrium CMDB 2.x.
- BMC Atrium Integration Engine.
- Configure, test and implement PATCH upgrades.
- Setup, test and implement Version upgrades.
- Configure, Test and Implement BMC AR System integration with other system using web services, BMC ARS Java API, and Oracle database.
- Enhance BMC Remedy IT Service Management suite through development.
- Configure email notifications.
- Monitor BMC AR System email engine.
- Create custom notification through the BMC Remedy workflow
- Create custom application on BMC Remedy AR System.
- Develop and enhance BMC Remedy AR System using Development Studio and BMC Remedy Administrator.
- Import Data using BMC AR Import.
- Configure BMC CMDB for data imports.
- Configure and setup Reconciliation Jobs to run and arrange data as per business requirements.
- Liaise with customers regarding enhancements and requirements.
- Create Functional/Technical spec documentation (TSS/FSS).
- Create Test Cases for User Acceptance Testing.
- Integrate BMC AR System server with Mainframe.
- Java Programming.
- System Configuration.
- CMDB Configuration.
- BMC Remedy Atrium Integration Engine Configuration for data imports.
- Responsible for adhering to ITIL processes during the development.
- Design, develop and unit-test Remedy ARS program code, functions and scripts to efficiently extend and enhance the Remedy forms and workflows.

Project Profile 1

Project Name	BMC Remedy System Support	
Description/About	Ticketing application	
Period	July 2010 – June 2012	
Role in Project	BMC Remedy Developer	
Team Size on Project	Team of 2 Support Engineers, 2 Developers and a team lead	
Type of Development	Full Stack – BMC Remedy.	
Technologies & Tools Used:		
Unix	PL/SQL	
Shell Scripting	WebSphere Application Server	
Java	BMC Remedy Development	