TEBOGO THALE

1817 TSEHLO STREET, MOLETSANE, SOWETO
PHONE +27 (0)71 837 5223 / ALTERNATIVE: +27 (0)82 298 3709 | E-MAIL: TTHALE34@GMAIL.COM
WEBSITE: tthale.co.za

OBJECTIVE

[Job Application]

EDUCATION

[Forest High School] - [Johannesburg, Gauteng]
[Matric Certificate]
- Duration: 2002 - 2007

[Tshwane University of Technology] - [Pretoria, Gauteng]
[ITBLP Certificate]
- Completed Information Technology Business Leaner Ship Program
- Duration: 2009 - 2010
- Subjects Completed:
  o Information Technology Skills IA
  o Information Technology Skills IB
  o Systems Software IA
  o Systems Software IB
  o Technical Programming IA
  o Technical Programming IB
  o Technical Programming IIA
  o Communication Networks IIA
  o Information Systems I
  o Information Systems IIA
  o Information Systems IIB
  o Development Software IA
  o Development Software IB

[Belgium Campus ITversity] - [Pretoria, Gauteng]
[Diploma in Information Technology]
  o Year Completed : 2011 June - 2013

WORK EXPERIENCE

[Standard Bank South Africa] [Johannesburg, Gauteng]
[Job Title – Programmer]

- Remedy Developer
- Key Responsibilities:
    - BMC Remedy AR System 7.x: Administering – Part 1 (WBT)
    - BMC Remedy AR System 7.x: Administering – Part 2
    - BMC Remedy AR System 7.x: Administering – Part 3
    - 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 through keys
    - 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.

- Period: 01 July 2010 – 11 July 2012.

[MTN – Software Innovate] [Johannesburg, Gauteng]
[Job Title – Software Engineer]

- Remedy Developer/ ColdFusion Developer
- Key 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 development language
    - 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.
    - Develop JavaScript/JQuery functionality for client side functionality.
    - 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.

- Period: 16 July 2012 – 22 November 2013.

[Blue Turtle Technologies] [Johannesburg, Gauteng]
[Job Title – Remedy Consultant]

- Remedy Consultant
- Formal Training Completed:
    - BMC Remedy AR System 8.x trouble shooting, performance tuning and configuration.
    - BMC Atrium CMDB 8.x.
    - BMC Atrium CMDB 8.0.00: What's New (WBT)
    - BMC Atrium Orchestrator 7.6: Foundation - Part 2
    - BMC Remedy AR System 7.5: Foundation - Part 1 (WBT)
    - BMC Remedy AR System 7.5: Foundation - Part 2
    - BMC Remedy AR System 8.0: What's New (WBT)
    - BMC Remedy IT Service Management 8.1: What's New For Administrators (WBT)
    - BMC Service Request Management 8.1: Administering and Configuring
    - BMC Service Request Management 8.1: Using (WBT)
    - BMC Work Order Management 8.0: Using (WBT)

- Key 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.

- o Extract data from legacy systems for migration to latest BMC Remedy versions.
- o Prepare data for load on the BMC Remedy data load sheets.
- o Prepare and update data using the Data Management Tool in 8.1.
- o Manage data modelling using the Atrium CMDB.

- ▪ Period: 20 May 2014 – 05 June 2015.

[Freelancer] [[Johannesburg, Gauteng]
[Job Title – Freelance Web design / development]
- ▪ Remedy Developer / Administrator
- ▪ Key Responsibilities:
  - o Integrate online systems
  - o Integrate Sales portal to transaction portal.
  - o CSS development
  - o HTML development
  - o Web development using WordPress
  - o Web development using Joomla
  - o Increase functionality through php, jQuery, JavaScript Development
  - o Accepting, Decoding and Processing JSON results
  - o Database manipulation
  - o Connecting to databases
  - o Sending and Retrieving data from the Database
  - o Optimizing Content Management Systems
  - o Adding plugins to the Content Management Systems
  - o Design look and feel of a website
  - o Design and enhance logos
  - o Create designs using Adobe Illustrator and Photoshop
  - o Develop website using php 5.x
  - o Manage MySQL database
  - o Manage interaction between MySQL database and website.
  - o Develop additional functionality
  - o Develop email notifications
  - o Develop forms for end-user submissions
  - o Develop forms for website administration

- ▪ Projects Completed:
  - o http://www.profilesa.co.za
  - o http://lhsdistillery.com/
  - o tthale.co.za

- ▪ Period: 05 June 2015 – Current.

[Gijima] [Cape Town, Western Cape]
[Job Title – Technical Specialist III – Remedy Developer]

- Remedy Developer / Administrator
- Key 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.
    - 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.

- Period: 05 December 2016 – 30 March 2018.

[Quintica] [Cape Town, Western Cape]
[Job Title – Senior BMC Remedy Consultant]
- Senior BMC Remedy Consultant
- Key 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, analyse, and resolve reported integration issues on BMC Atrium Orchestrator.
    - BMC Remedy ITSM changes.
    - Maintain BMC Remedy CMDB information.
    - Import and update BMC Remedy information (Foundation data).
    - Build, update, and maintain reports on SAP Business Objects.
    - 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.

- Period: 01 April 2018 – 29 March 2019.

[Lemoga Media] [Johannesburg, Gauteng]
[Job Title – Freelance Software Developer]
- Software Developer
- Key Responsibilities:
    - Integrate online systems
    - Integrate Sales portal to transaction portal.
    - CSS/CSS3 development
    - HTML/5 development
    - Increase functionality through php, jQuery, JavaScript Development
    - Accepting, Decoding and Processing JSON results
    - Database manipulation
    - Connecting to databases
    - Sending and Retrieving data from the Database

- o Design look and feel of a website
- o Design and enhance creative content
- o Create designs using Adobe Illustrator and Photoshop
- o Manage MySQL database
- o Manage interaction between MySQL database and website.
- o Develop additional functionality
- o Develop email notifications
- o Develop forms for end-user submissions
- o Develop forms for website administration

- Projects Completed:
  - o Lemoga Media Website
  - o MyStore
  - o ToDo List
  - o tthale.co.za

- Period: 05 June 2019 – Current.

SKILLS –Other

[Skills]
- BMC Remedy Development
- Shell Scripting
- Unix
- Perl scripting
- Java
- VB (Virtual Basic)
- PHP
- ColdFusion
- Apache Subversion (SVN)
- MVC
- Laravel
- HTML/XHTML/HTML5
- CSS
- JavaScript/ JQuery
- Node JS
- React JS
- Angular JS
- Bootstrap
- GITHub
- Web Services (SOAP)
- RestFul API's
- Adobe (Photoshop, Flash, Dream weaver, Illustrator)

- PL/SQL (Create procedures, packages, triggers, functions, views, tables)
- MYSQL
- System integration
- Data Modelling
- Data Mapping
- ITIL

SKILLS –Certifications

[Certifications]
- ITIL V3 Foundation
- Certified Administrator: BMC Remedy Action Request System 7.5
- ITBLP Certificate

References

Company	ContactPerson	Position Held	Contact Details
Lemoga Media	Mpho Philia Mokaoli	Human Resource	Contact numbers: 060 359 0796
Company	**ContactPerson**	**Position Held**	**Contact Details**
Quintica	Chris Chirowa	Senior Software Engineer	Contact numbers: 0828098994/0872891800 Email address: chris.chirowa@quintica.com
Company	**ContactPerson**	**Position Held**	**Contact Details**
Gijima	Brent Samuels	Account Manager	Contact numbers: 0833044380 Email address: brentjethrosamuel@gmail.com
Company	**ContactPerson**	**Position Held**	**Contact Details**
Blue Turtle Technologies	Mpumelelo Tsabedze	Senior Contsultant	Contact numbers: 0763318602 Email address: chris.chirowa@quintica.com