

SUMMARY

Experienced Software developer with over 9 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: LHSDistillery.com

Web Projects Worked On:

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

- <https://tcc.workforce.co.za/>
- <https://app.eeb.co.za/>
- <https://mypolicy.lum.co.za/>
- <https://www.lum.co.za/>
- <https://testapp.workforcehealthcare.co.za>
- <https://app.eeb.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 | 2 | 2012 | 3 |
| Java Programming | 4 | 2018 | 3 |
| C# | 3 | 2012 | 3 |
| C++ | 2 | 2012 | 2 |
| VB (Virtual Basic) | 2 | 2012 | 2 |
| PHP Programming | 9 | 2024 | 5 |
| ColdFusion Programming | 2 | 2013 | 3 |
| Apache Subversion (SVN) | 4 | 2024 | 4 |
| MVC | 5 | 2024 | 4 |
| UML | 4 | 2024 | 4 |
| Laravel | 4 | 2024 | 3 |
| HTML, XHTML, HTML5 | 10 | 2024 | 5 |
| CSS/CSS3 | 10 | 2024 | 5 |
| JQuery | 10 | 2024 | 5 |
| JavaScript, ES6 | 10 | 2024 | 5 |
| AJAX | 10 | 2024 | 5 |
| Node.JS | 4 | 2024 | 4 |
| React .JS (15, 16) | 4 | 2021 | 3 |
| Angular.JS (6 , 7, 8) | 4 | 2022 | 3 |
| Bootstrap | 4 | 2024 | 4 |
| GIT | 8 | 2024 | 4 |
| Web Services (SOAP) | 6 | 2022 | 3 |
| RESTful API's | 4 | 2024 | 4 |
| PL/SQL (Create procedures, packages, triggers, functions, views, tables) | 4 | 2019 | 4 |
| MySQL | 4 | 2024 | 3 |
| System integration | 8 | 2024 | 4 |
| Data Modelling, Data Mapping | 8 | 2024 | 4 |
| ITIL | 8 | 2019 | 4 |

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|-------------------------|---|------|---|
| 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

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|----------------------|---|
| 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 | 94 Bergrivier drive, Terenure, 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 |
| APBCO | Full Stack Developer | Contract | Dec 2020 – Sep 2021 |
| ZTQ Solutions | Business Intelligence Program | Temp | Aug 2020 – Dec 2020 |
| Quintica | Senior Support Engineer / BMC Remedy Developer | Contract | Apr 2018 – Mar 2019 |
| Gijima | Technical Specialist / Senior BMC Remedy Developer | Contract | Dec 2016 – Mar 2018 |
| Self – Employed | Web Developer | Temp | Jun 2015 – Nov 2016 |
| Blue Turtle Technologies | Remedy Consultant | Contract | May 2014 – Jun 2015 |
| MTN – Software Innovate | Software Engineer / BMC Remedy Developer | Contract | Jul 2012 – Nov 2013 |
| Standard Bank South Africa | Programmer – BMC Remedy Developer | Permanent | Jul 2010 – Jul 2012 |

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 | Looking for New Opportunities |

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.
- Assess and manage functional and non-functional requirements and ensure that they are addressed with the technical solution.
- 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

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.

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|------------------------------------|-----------------------------------|
| 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 |
| Company | Quintica |
| Industry | Telecommunication |
| Consulting Clients | Vodacom |
| Job Title | Senior Support Engineer |
| Period | April 2018 – March 2019 |

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|--------------------|----------------|
| 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

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|---------------------------------------|---|
| Project Name | Day-to-day Support |
| Description/About | Ticketing System |
| Period | April 2018 – March 2019 |
| Role in Project | 2 nd Level Engineer |
| Team Size on Project | System Architect, 2 3 rd Level Engineers, 2 2 nd Level Engineers, 4 1 st 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

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|---------------------------------------|---|
| 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

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|---------------------------------------|--|
| 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 | Self - Employed |
| Industry | Beverage Services |
| Consulting Clients | LHS Distillery |
| Job Title | Web Developer |
| Period | June 2015 – November 2016 |
| Reason for Leaving | Freelance position |

Overall Duties & Responsibilities:

- Integrate online systems.
- Integrate Sales portal to transaction portal.
- CSS development.
- HTML development.
- Web development using WordPress.
- Web development using Joomla.
- AJAX.
- 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.
- Optimizing Content Management Systems.
- Adding plugins to the Content Management Systems
- Design look and feel of a website.
- Design and enhance logos.
- Create designs using Adobe Illustrator and Photoshop.
- Develop website using PHP.
- Install, Configure and Manage MySQL database.
- Manage interaction between MySQL database and website.
- Develop additional functionality
- Develop email notifications
- Develop forms for end-user submissions
- Develop forms for website administration

Project Profile 1

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|----------------------------|--|
| Project Name | Lhsdistellery.com |
| Description/About | Online system (shopping cart, marketing application) |
| Period | February 2016 September 2016 |
| Role in Project | Web Developer |
| Team Size on Project | I worked alone |
| Type of Development | Full Stack – PHP. |
| Technologies & Tools Used: | |
| PHP | jQuery |
| JavaScript | HTML/ HTML 5 |
| CSS/CSS3 | Wordpress / Joomla |
| MySQL | AJAX |
| Github | Payment System (PayFast) |

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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 2015 |
| 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

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|---------------------------------------|--|
| 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

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|-----------------------------|--|
| 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 | July 2010 – July 2012 |
| Reason for Leaving | New Job 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 |