### 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: **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 |
| 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 (15, 16) | 5 | 2021 | 3 |
| Angular.JS (6 , 7, 8) | 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](mailto: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  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 come to an end |
| 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** | 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.

### 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 2019 |
| **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 2nd 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** | **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**

|  |  |  |
| --- | --- | --- |
| **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**

|  |  |  |
| --- | --- | --- |
| **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 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 |