**[TEBOGO THALE](http://www.tthale.co.za)**

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**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:
* Information Technology Skills IA
* Information Technology Skills IB
* Systems Software IA
* Systems Software IB
* Technical Programming IA
* Technical Programming IB
* Technical Programming IIA
* Communication Networks IIA
* Information Systems I
* Information Systems IIA
* Information Systems IIB
* Development Software IA
* Development Software IB

**[Belgium Campus ITversity] - [Pretoria, Gauteng]**

***[Diploma in Information Technology]***

* 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.
* 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 in 8.1.
* 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:

* Integrate online systems
* Integrate Sales portal to transaction portal.
* CSS development
* HTML development
* Web development using WordPress
* Web development using Joomla
* 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 5.x
* 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

Projects Completed:

* <http://www.profilesa.co.za>
* <http://lhsdistillery.com/>
* 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
* Design look and feel of a website
* Design and enhance creative content
* Create designs using Adobe Illustrator and Photoshop
* 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

Projects Completed:

* [Lemoga Media Website](http://www.lemogamedia.co.za/)
* [MyStore](http://www.lemogamedia.co.za/MyStore)
* [ToDo List](http://lemogamedia.co.za/MyStore/?action=todolist)
* [tthale.co.za](http://www.lemogamedia.co.za/tthale)

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
* 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](mailto: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](mailto:chris.chirowa@quintica.com) |