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# BMC REMEDY DEVELOPER RESUME

Jeffrey Hollis  
171 Stiles Street  
Pittsburgh, PA 15205  
(222) 674-5860  
Email : [email]

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## Career Goal:

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To achieve organizational goals by implementing my technical skills in Remedy ITSM, Citrix, Oracle, J2EE, SQL and BMC Remedy as a BMC Remedy Developer.

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## Technical Skills:

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Strong technical knowledge of programming languages:

- Unix korn shell scripting
- DHTML, JavaScript
- BMC Remedy 4x- 7.5

Virtuoso in utilizing software applications:

- Dreamweaver, Clarify
- SNMPCs, Informix
- Photoshop

Skilled in using multiple operating systems:

- MS DOS, Unix
- Windows 3.x/ 95/ 2000/ XP/NT
- Linux, Solaris

Quick and brilliant in database administration:

- Oracle 8/9/10g
- MS SQL server 2kx
- MS Access

Adept with reporting tools:

- Remedy reports
- Crystal reports 9

High expertise in utilizing technologies:

- ARS Perl
- HTML

Solid understanding of BMC service management including:

- Designing
- Configuration
- Development

Wide range of capabilities to:

- Design training materials
- Create technical requirements related to user needs

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## Relevant Experience:

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BMC Remedy Developer  
Deloitte  
January 2012 – Present  
Pittsburgh, PA

- Assisted in designing and development of BMC Remedy suite and related programs.
- Prepared system documentation for functional and technical requirements of all products and subsystems.
- Developed programs specifications, documentation and unit test code for system development.
- Implemented procedures for system analysis and designing for documentation purpose.
- Supported team members in platform applications such as change management, asset management and configuration management.
- Conducted integration and consolidation of data sources for other logistics centers.
- Responded to requests for customization and improvement activities in Remedy suite through forms and

workflows.

- Provided technical assistance for development, testing and execution of system workflow activities.

BMC Remedy Developer

Booz Allen Hamilton

November 2010 – January 2012

Denver, CO

- Assisted in designing, development and implementation of BMC Remedy packages and related solutions.
- Conducted interview and surveys of client technical representatives for understanding of system processes.
- Prepared customized reports through report writing software packages such as Crystal Reports and Remedy.
- Resolved issues and defects in Remedy applications and systems by troubleshooting and proper resolution.
- Developed training documentation and relevant structures for all levels of end users.
- Suggested improvements for scalable applications and related configuration of software packages.
- Provided technical support to teams for development and administration of BMC Remedy applications as per business requirements.
- Analyzed client requirements and design specifications to develop and implement codes.

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### **Educational Background:**

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Bachelor's Degree in Software Engineering

Cedar Crest College

August 2006 – May 2010

Allentown, PA

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### **Professional Certification:**

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BMC Certified Developer: Remedy AR System 7.5 July 2010

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