
NUMARA FOOTPRINTS CONSULTANT RESUME

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Career Goal:

To be able to work in your organization as a Numara Footprints Consultant where I can fully utilize my skills in BMC Footprints and RemedyForce

Technical Skills:

Strong technical acumen of web server systems:

- MS IIS
- Apache
- IBM WebSphere

Thorough understanding of phone systems like:

- Android tablets
- Ereaders

Extensive technical knowledge of service desks:

- BMC Remedy
- FrontRange
- Numara

Dexterity in relevant service applications:

- CA Service Desk
- HP
- BMC Service Desk Express

Specialist in internet related technologies:

- HTTP
- HTTPS
- FTP

Cognitively expert in configuration of:

- Band video systems
- Mobile Device Manager
- Service Desk applications

Strong capabilities to:

- Formulate and document status requirements
- Manage help desk services

Immense abilities to:

- Support database and IIS administration tasks
- Provide application support services for customization

Relevant Experience:

Numara FootPrints Consultant
Meritide, Inc.
January 2012 – Present
Boston, MA

- Provided guidance during solution designing and engagement consultancy services.
- Participated in understanding of BMC and other software products.
- Analyzed engagement issues and formulated escalation procedures.
- Maintained service levels and documented problem resolution methods.
- Evaluated and documented problem management processes utilizing Footprints.
- Managed assigned users and accounts by continuous services.
- Reviewed existing situations and data sources with intangible variables.
- Supported implementation managements and prepared functional strategies.

Numara FootPrints Consultant
BravoTECH
November 2010 – January 2012
Fort Worth, TX

- Generated and updated statistical and project status reports.
- Formulated and coordinated training requirements for support staff.
- Supported and administered requests for IT services.
- Suggested and implemented system enhancements and upgrades.
- Maintained and managed IT assets with proper tracking and distribution.
- Participated in understanding of latest technologies through professional groups and research.
- Developed and implemented preventive maintenance projects and services.
- Managed business processes, applications and IT infrastructure tools.

Educational Background:

Bachelor's Degree in Information Technology
Southwest Georgia Technical College
August 2006 – May 2010
Thomasville, GA

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