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## Remedy Administrator Resume

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### Job Objective

Seeking Remedy Administrator position with a quality organization in which to use my skills and special abilities to contribute to the growth of the organization.

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### Highlights of Qualifications:

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- Remarkable experience of administering Remedy v7 AR – Action Request Service Management tool
  - Huge knowledge of Remedy AR System Administration procedures
  - Deep knowledge of creating Service Management technical support
  - Familiarity with database management, HTTPS and SQL environments
  - Amazing ability to grasp customer's Remedy system
  - Outstanding ability to implement technical solution
  - Superior customer service skills
  - Excellent analytical and problem solving skills
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### Professional Experience:

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Remedy Administrator  
Catapult Technology, Florence, SD  
November 2007 – Present

- Enforced Remedy applications and workflow enhancement.
- Established customized Remedy forms.
- Set up Remedy ARS system.
- Outlined new AR client and web applications.
- Aided web based applications.
- Imparted after hours and on-call support.

Remedy Administrator  
CyberTec, Inc, Florence, SD  
December 2003 – October 2007

- Provided reliable backup and recovery of data.
  - Set up servers and managed network applications.
  - Aided database design and schema layout.
  - Managed outlining of weekly reports.
  - Evaluated present performance of application.
  - Handled application and documentation preparation.
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### Education:

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Bachelor's Degree in Computer Science  
Middle Georgia College, Cochran, GA

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