



Doble Consulting



Christopher C. Doble

Mobile: 949-533-5346

Email: chris@dobleconsulting.com

Website: <http://www.dobleconsulting.com>

IT Professional; Expertise in Software/Application Development, Implementation & Delivery
U.S. Army Veteran

Objective:

Utilize depth & breadth of knowledge as a Delivery and Support lead to leverage many years of experience in the IT space. Working with first time customers, engineers & executives, I have been able to deliver high quality Enterprise tool sets from initial design & discovery to implementation & delivery. Maintaining consistent messaging & documentation throughout the life cycle of a project is inimical to the successful outcome of the engagement.

ITSM Project Experience:

Employed at PayPal

April 2015 – November 2020

ITSM Expert/Delivery Manager

Managed SLA/OLA definitions & adherence, user portals, catalog items, testing, documentation & foundation data grooming & Incident, Change, Problem, Release & Task delivery. Continuous delivery of platform upgrades, ongoing maintenance, disaster recovery & business continuity planning, post audit mitigation & ensuring transparent issue resolution.

Implemented upgrades to Remedy ITSM that included deploying MyIT, SmartIT & Smart Reporting. Managed the workflow related to changes in the system and provided guidance in adherence & architecture. Deployed and maintained Kinetic Data Survey & Calendar. Provided documentation and training for all applications under ITSM. Migrated Remedy to ServiceNow maintaining current or better capabilities.

Employed at BMC Software Inc.

April 2012 – April 2015 BMC Software Inc.

ITSM Expert/Delivery Manager

Working within the Federal Practice to design & deliver ITSM solutions for different DoD entities. This included SLA/OLA definitions & adherence, user portals, catalog items, testing, documentation & foundation data grooming & Incident, Change, Problem, Release & Task delivery. Continuous delivery of platform upgrades, ongoing maintenance, post audit mitigation & ensuring transparent issue resolution.

Employed at RightStar

February 2012 – April 2012 RightStar

Change Management Expert/Delivery Manager

Special emphasis placed on the design, development, configuration & deployment of Change Management to work within BIMA's framework. This included SLA/OLA definitions & adherence, testing, documentation & foundation data grooming of Change Management. Continuous delivery of platform upgrades, on going maintenance, post audit mitigation & ensuring transparent issue resolution.



Doble Consulting 2020

Phone: 949-533-5346

Email: chris@dobleconsulting.com

Website: [dobleconsulting.com](http://www.dobleconsulting.com)



Doble Consulting



Employed at QMX Support Services

Sept 2011 – February 2012 QMX Support Services (SPAWAR)

ITSM Expert/Delivery Manager

Migrated data from multiple distributed networks to a consolidated enterprise solution that included leveraging the CMDB, Asset, Change, Incident, Problem, Service Request Management and Release Management modules of the ITSM suite. Upgraded Navy Global Distance Support to Service Request Management utilizing a combination of Out of The Box and Customized solutions to meet the specific needs of customers past, present, and future.

Employed at Protingent Staffing

Nov 2010 – Aug 2011 QLogic

ITSM Expert/Developer/Architect

Create & migrate customized ITSM system through different versions of the application being used for engineering & customer fulfillment tracking ensuring the change is seamless and does not interrupt the everyday operations of any business units. Special emphasis placed on the design, development, configuration, testing & deployment of Incident/Problem Management to work within QLogic's framework. This included SLA/OLA definitions & adherence, testing, documentation & foundation data grooming. Continuous delivery of platform upgrades, ongoing maintenance, post audit mitigation & ensuring transparent issue resolution.

Employed at CACI:

Nov 09 – Nov 10 USAF (CACI International)

IT Scientist/Change Manager

Development of Configuration Management processes related to design, development, implementation & deployment of USAF network infrastructure. Change Manager engaged in support activities for the 26 NOS as related to AFNET Increment 1. Special attention paid to process improvement and design elements. Leveraged Remedy ITSM Suite 7.1 to successfully integrate Asset, Incident and Change management CM in the Follow-on Effort as contracted. Moved assets from flat files and other databases into the ARSystem. Accounting for spares, critical spares and other hardware/software during auditing and the configuration management life cycle. Developed & delivered end user training in Operations to utilize the modules correctly to gather useful metrics. Worked on the development of the Allocated Baseline and the auditing processes that are used to maintain it.

Duties & Roles:

Platform Delivery Manager
Change Manager
ITSM Expert
Developer
Administrator
Architect
Trainer

College Education:

Associates of Science, Saddleback College, Major: Digital & Analog Electronics



Doble Consulting 2020

Phone: 949-522-5246 Email: chris@dobleconsulting.com Website: dobleconsulting.com