Christopher C. Doble

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Senior Remedy Consultant, ServiceNow Administrator, Kinetic Data Administrator
Active Clearances: Post Secret/Top Secret – it has been more than 5 years since the last use of my clearances
U.S. Army Veteran, Non-Protected Status

- **30 years IT experience**
- **20 years software development and implementation**

Availability
Type: Permanent, Term, Detail, Telework, Virtual
Schedule: Full-Time, Part-Time
Desired Locations: Remote, Virtual, USA

Experience Summary
Attention to Detail: I am an experienced professional skilled in Remedy installation, configuration, customization, development, and deployment. Specific expertise in versions 5x-18x Remedy AR System, Service Desk, Change Management, Asset Management, Service Request Management, business process improvement, requirements analysis, testing, systems engineering /architecture, web services.

Customer Service: I have worked extensively with program managers, architects, stake holders, influencers, and the user community in depth to assess needs as required, perform analysis to determine the correct way forward and outlined/implemented plans to achieve the customer's goals. Extensive and accurate documentation with specific attention to detail performed to maintain updated libraries for future growth, training and problem solving. Provide stakeholders with the necessary knowledge to select the product/application that will satisfy their needs for internal and external teams and users.

Oral Communication: During engagements I regularly speak to CEO's, VP's and down the stack to trainees and vendors on a regular basis to collect facts, opinions, knowledge of the product and their expectations of the outcome. As such I have learned to moderate the discussion to the appropriate and salient points based on the person/(s) in the discussion and using pre-sales techniques display the capabilities of the product/application so they are clear and concise to that audience.

Problem Solving: Many engagements from upgrades and migrations to green field installations that replace an existing system almost always have roadblocks that come in form many different quadrants. Some are related to current processes while others are only being revealed during the process of the engagement. Being able to identify problems as they arise and coordinate feasible plans of action with defined outcomes that do not include scope is something that is learned after many years in the field performing successful engagements.

BMC Remedy Skills

Experienced professional, skilled in Remedy installation, configuration, customization, development and deployment. Specific expertise in versions 5x-18x Remedy AR System, Service Desk, Change Management, Asset Management, Service Request Management, business process improvement, requirements analysis, testing, systems engineering /architecture; web services. I have implemented several Versions of ITSM, installation and customization projects as well as developing custom AR System applications.

ServiceNow Skills

Skilled in configuration, customization, development, and deployment of ServiceNow involved with Catalog Items, Portals, SLA's/OLA's. Migrating code through environments post UAT.

Kinetic Data Skills

Skilled in configuration, customization, development, and deployment of Kinetic Data Surveys & Calendar modules. Needs assessment, requirements gathering, testing, training, documentation, and maintenance performed.

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BMC Remedy ITSM Project Experience

The following jobs were performed as a W-2 employee of PayPal
April 2015 – November 2020
Remedy ITSM Expert/Developer/Administrator/Architect
Employed at PayPal to implement 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 and architecture. Deployed and maintained Kinetic Data Survey and Calendar. Provided documentation and training as required. Involved with the ServiceNow migration from Remedy ITSM. Worked with SLA/OLA, portals, catalog items, testing, documentation and foundation data grooming.

The following jobs were performed as a W-2 employee of BMC Software Inc.
April 2012 – April 2015 BMC Software Inc.
Remedy ITSM Expert/Developer/Administrator/Architect
Working within the Federal Practice to manage, design, configure, train, deploy and implement various aspects of Remedy and the ITSM suite 7.x – 9.x

The following jobs were performed as a W-2 employee of RightStar
February 2012 – April 2012 RightStar
Remedy ITSM Expert/Developer/Administrator/Architect
Upgrade BIMA (Biometric Information Management Administration) ITSM Suite 7.6.04 to meet the specific needs of BIMA's customers. Special emphasis placed on configuring Change Management to work within the currently accepted framework.

The following jobs are performed as a W-2 employee of QMX Support Services
Sept 2011 – February 2012 QMX Support Services (SPAWAR)
Remedy ITSM Expert/Developer/Administrator/Architect
Upgrade 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. Migrating data from multiple

distributed networks to a consolidated enterprise solution that includes leveraging the CMDB, Asset, Change, Incident, Problem, Service Request Management and Release Management modules of the Remedy ITSM suite.

The following jobs are performed as a W-2 employee of Protingent Staffing
Nov 2010 – Aug 2011 QLogic
Remedy ITSM Expert/Developer/Administrator/Architect
Upgrade and migrate customized system from ARSystem 6.3 to ARSystem 7.6.04 ensuring the change is seamless and does not interrupt the everyday operations of the business units that are impacted.

The following jobs are performed as a W-2 employee of 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 in order to gather useful metrics. Worked on the development of the Allocated Baseline and the auditing processes that are used to maintain it.

The following work was contracted to Rapid Technologies in 2010:
Remedy ITSM Expert/Developer/Administrator/Architect
Wrote the Change Management user manual against the Remedy ITSM Suite 7.6 – included updating older information and adding in all the changes that have occurred in the newer system. Also wrote an Asset Management user manual against the Remedy ITSM Suite 7.6 – included updating older information and adding in all the changes that have occurred in the newer system. This also required using the purchasing/receiving consoles. The ROI console and the new SAM console.

The following jobs were performed as a member of Intratek:
May 09 – Nov 09 City of Charlotte, NC ITSM 7.5
Remedy Developer/Administrator/Architect/Trainer
Installation, Configuration, Development of Training, Administration, Documentation Testing, Deployment of ARSystem 7.5 and the 7.5 ITSM Suite. Including Remedy Knowledge Management, Service Level Agreements & Service Request Management. The City of Charlotte has specified Regular City Employees have access to the Requester Console via the MidTier. Surveys have been defined and configured for utilization with each completed transaction. This deployment is consistent with the BMC recommendation of no more than 5-10% customizations. This includes forms, workflow & customizations based on business needs.

The following jobs were performed as a W-2 employee of The Fountain Group:
Oct 08 – Mar 09 CACI ITSM 7.1
Remedy Developer/Administrator/Architect
Developed integrations between custom Legacy ARSystem components used in the daily operations of USAF & current versions of Remedy & the components of the ITSM suite. This included a custom Notification suite, Ticket Tracking suite, Tasking suite & other related Reporting Strategies. Architecture required a CVI (Virtual Machine) environment that mimicked future deployment strategies that will become aligned with broader scope projects. The ITSM suite installed & integrated includes; Incident, Change, Asset, Problem & Service Level Management. Acceptance Testing and

Certification by Government Proctors of the entire suite & integrations of Legacy components were key requirements to the successful completion of the project.

The following jobs were performed as a W-2 employee of Rapid Technologies:

Aug 08 – Oct 08 VISA ITSM 7.1
Remedy Analysis/Trainer
Developed technical training materials for Service Request Management. Utilized primarily MS PowerPoint and Word, Adobe Acrobat. Manual was designed as a high-level user guide during transition from a previous product to Remedy. Includes an Overview of SRM, End User Guide and Support/Back Office Fulfillment manuals. Detailed understanding of how SRM integrates to INC/CHG/SLM is necessary to convey how all the associations among the applications impact one another. SRM is a powerful tool in the ITSM toolbox that BMC_Remedy has presented to the community in order to fulfill the ITIL functionality of Service Desk Performance.

June 08 to Aug 08 - State of California ITSM 7.1
Remedy Analysis/Trainer
Developed technical training materials for Service Desk, Problem Management, Asset Management, Change Management & Service Request Management. Utilized primarily MS PowerPoint and Adobe Captivate. Classes included overviews for the end users and hands on courses for support personnel. Interoperability among the applications is considered during the design of these courses. ARSystem 6.3 with ITSM 7.x is currently being utilized in the enterprise, which needed to be considered during the course development. Upgrading to ARSystem 7.1 is in progress.

May 08 – June 08 Government of Alberta, Canada 7.1
Remedy Analysis/Trainer
Developed & Built Web based technical training programs for Service Level Management & the Requester Console using Adobe Captivate. Classes included overviews for the end users and hands on courses for support personnel. Understanding SLA's & SLM's with their relationship to the ITSM suite is important in order to convey to the customer the How & Why of the processes involved.

Apr 07 – May 08 Warner Music Group ITSM 7.0.01
Remedy Developer/Administrator/Architect
Upgraded Remedy ARSystem from 5.1 to 7.0.01, ITSM 5.1 to 7.0 with customizations for email approvals in Change Management. The process consisted of analyzing the current environment & creating a roadmap that would lead to the successful implementation of ARSystem 7.x, Incident, Problem & Change Management using archiving, custom applications and not straying too far from being Out of the Box. Archiving consisted of active & inactive forms that were used to house previous tickets from the Service Desk. There was no workflow associated with the inactive archives and only minimally on the active archive. After a ticket was completed, it was moved from the active to inactive archive. The active archive was specifically for housing unfinished business. Since this is a publicly traded company, they are subject to SOX audits among many others. Therefore, archiving was a top priority.
In order to implement Problem & Change Management there had to be a migration of data from previously used systems. This was done using data entry from Spreadsheets and utilizing the Remedy Import tool.
Change Management required an email notification system that allowed the recipients to approve or reject change requests via a PDA. Utilizing customization and the email engine this was made possible and allowed an approval to be moved through the rest of the process as it was designed. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

Mar 07 – Apr 07 Jefferson County Public Schools
Remedy Trainer/Developer

Implementation of ITSM 7.x with PeopleSoft integration. Created training documents & User Guides. Built staging forms & associated workflow to house data and analyze/compare the new and existing data in order to keep records accurate.

Jan 07 – Mar 07 Charles Schwab
Remedy Analysis/Developer
Started implementation of data source gathering for the CMDB utilizing EIE, Link for Oracle & Link for SQL. Requirements gathering from the stake holders and performed duties as a Member of Staff. Primary responsibility was to gather requirements and implement the initial database connections between different Oracle, SQL and flat files via the different tools into the CMDB.

Dec 06 – Jan 07 IBM-Visteon
Remedy Trainer/Developer
Created WBT & User Guides for ITSM 7.x Asset Management. Utilized Captivate to walk users through the Asset Management console. Logging in, general navigation, purchase and receiving console navigation. User guides were built using MS Word and Adobe Acrobat. PowerPoint was also used to display he manuals to a larger audience.

The following jobs were performed as a W-2 employee of Advanced Integrated Solutions:
June 05, Jan 06 Q-Logic
Remedy Analysis/Trainer
Most recently - Data gathering and reporting in order to get them ready to upgrade to ARSystem 7.x, reporting concentrated on data mapping, user abilities with the new tools that ARSystem 7.x would reveal to them. Collected all data and definitions to enable upgrade to ARSystem 7.x
Previously - Document existing production environment & install a test/ development server to mimic the current system. Test/Dev was Solaris 9 with Oracle 10g. Email Engine was utilized, but no other API's, plugins or 3rd party tools were integrated. Documented, recorded & exported data and definitions to prepare the system for a potential upgrade. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

Oct 05 – Dec 05 Allergan
Remedy Developer
Implement changes in the Remedy ITSM suite on an adhoc basis. Allergan is controlled by various government entities in that anything that is changed in any part of an approved environment must go through a very rigorous test and QA process before any implementation is allowed. This included development on an isolated server. Testing on a QA server. Verification by utilization and documentation (approved documentation), signatures from all stakeholders for authorization. Maintained tight control over the development & deployment of all request due to the government regulated environment. Any change needed to also be documented in the form/workflow object and was subject to the complete change cycle in order to gain approval. Some changes were small from a development perspective, but the lifecycle of the change was arduous, but very necessary. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

Sept 05 – Dec 05 City of Long Beach
Remedy Developer/Administrator
Defined & configured the Remedy Change Management module to better meet the performance needs of the various departments. Aligned all elements of the change system more closely with the Help desk & Asset tools. Change Management was redesigned to work more closely with the existing business units in order to reflect the real-world working environments. Changes to CTI, Assets, custom mini modules for asset tracking, email notifications and such were completely evaluated for consistency and adherence to the needs of the enterprise. Changes were made only after

all stake holders agreed to the specific changes. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

Aug 05 – Oct 05 Encore Credit
Remedy Developer/Administrator/Architect
Design, develop, install, deploy and administer Remedy and associated Action Request Systems. Document procedures and create training programs for local and remote users. Installed ARSystem 6.3, SQL 2000, MS 2003 Server, Help Desk 6.x – Configured to be run as out of the box with only very minimal customizations. Most of which were allow quick ticketing for different divisions.

June 05 – July 05 Riverside DPSS (Dept. of Public & Social Services)
Remedy Analysis
Document existing Help Desk & Asset Management systems. Compare current release & customized applications with upgrade versions & determine best course of action to implement new systems while maintaining acceptable ROI levels. Delivered extensive documentation of the system and recommendations for an economical upgrade path. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

May 05 – June 05 Kawasaki
Remedy Developer
Design, develop, install, deploy and administer Remedy and associated Action Request Systems. Document procedures and create training programs for local and remote users. Installed/Configured/Implemented ARSystem 6.x, Help Desk 6.x using SQL 2000 on MS Server 2003. Freshly installed onto a new server with all new components. Configured the Help Desk to run efficiently as per customer guidelines. Minimal customization to forms and workflow.

Jan 05 – Apr 05, Sept 08 Los Angeles Department of Water & Power
Remedy Developer/Administrator/Architect
Design, develop, install and deploy Remedy ARSystem 6.3 and associated modules. Including Helpdesk 6.0, Change Management 6.0, Asset (CMDB) 6.0, Flashboards 6.0 & MidTier 6.3. Document design strategies and concurrent changes to overall workflow and create Viewlets for training of new users. Extensive configuration required due to volume of invested business units. MidTier 6.x was also implemented with minimal customization to style sheets for login and logout pages.

June 02 – Jan 05 Fidelity National Financial (formerly FNIS)
Remedy Developer/Administrator/Architect
Design, develop, install, deploy and administer Remedy and associated Action Request Systems. Document procedures and create training programs for local and remote users. Identify data/usage bottlenecks and evaluate procedures, corrections, training etc. that will further enhance operations ROI. Design & distribute training materials and travel to offices and call centers to implement Remedy and to train agents in its uses. Create various generic reports using both Remedy's capabilities and Crystal Reports 9. Administer the Interactive Intelligence application in the Enterprise Call Centers. Build and deploy accounts to agents and train in the use of the application. Troubleshoot issues, as necessary. Document problems and issues and enhance user understanding of product applications. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

December 01 – June 02 FNIS (formerly Micro General Corp.)
Remedy Developer/Administrator/Architect
Use STI-Knowledge Best Practices to resolve issues relating to email, internet access, networking, printer support, PAL, VPN, LDAP and other associated platforms that Micro General supports. Write & develop knowledgebase articles for other users in the call center to streamline operations and supplement skill sets. Administer the Enterprise Interactive

Intelligence software driven ACD phone system. Built accounts, users, reports and performed system maintenance, as necessary. All the above work was in a Solaris OS utilizing Oracle 10g as the database.

Technical Training Courses & Certifications
ServiceNow System Administrator - Orlando
BMC ITSM Service Desk and Change Management
BMC ITSM IPM Certified
BMC ITSM Core Certified
AR Systems Performance and Troubleshooting
AR Systems Application Requirements Analysis Design & Development

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

Other Items of Interest:
- Veteran – U.S. Army, Military Police & Light Vehicle Mechanic
- Skilled in the use of Qarbon Viewlet Builder, Camtasia & Adobe Captivate
- Skilled in the following:
  - Remedy System Administration.
  - AR System Advanced Solutions.
  - AR Systems Performance and Troubleshooting.
  - AR Systems Application Requirements Analysis Design & Development.
  - AR System 5.x: Remedy Skilled Professional.
  - ServiceNow System Administrator - Orlando
  - Crystal Reports
  - PowerBI

- High Degree of familiarity with the following software:

  - Java – 15 years usage in terms of workflow operation
  - Unix – 30 years usage as one of the platform installation options
  - Linux - 15 years usage as one of the platform installation options
  - Microsoft Windows Environments - 20 years usage as one of the platform installation options
  - Microsoft Office
  - MS Server
  - MS SQL server
  - Excel, Word, PowerPoint, Publisher, Visio, Access, SharePoint, Teams, One Note & Outlook
  - Microsoft Studio.net, ASP, JSP
  - VMWare Workstation
  - WebEx, Citrix, Zoom

Doble Consulting

Skill Set:

Remedy	Kinetic Data	ServiceNow

Remedy
Needs Assessment
Configuration
Customization
Development
Deployment
Expertise in AR System 5x-18x
Incident Management
Change Management
Asset Management
Service Request Management
Service Level Management
Task Management
Workorder Management
Knowledge Management
Business Process Improvement
Requirements Analysis
Testing – Creation & Deployment
Training – Creation & Deployment
Systems Engineering /Architecture
Web Services

Kinetic Data
Survey
Configuration
Customization
Development
Deployment
Administration
Training
Calendar
Configuration
Customization
Development
Deployment
Administration
Training

ServiceNow
Configuration
Customization
Development
Deployment
Administration
Training