

James Van Sickle

<http://www.vansickle.us/>

Mobile: (214) 399-1254
Email: james@vansickle.us

Education- Professional Training

In Progress	Bachelor's in Intelligence Studies (Concentration: Intelligence Analysis) and Minor in Management, American Public University (est. completion Fall 2009)
In Progress	Certificate in Information Operations, American Public University (est. completion Fall 2009)
Dec 06	Certification: ITIL Practitioner (Incident & Problem)
July 06	Certification: ITIL Foundation
April 06	AR System 6.x: What's New, BMC Educational Services, Columbia, MD
July 05	VERITAS NetBackup 5.x for Windows Administration, Veritas Corporation, New York City, NY
Dec 03	Certificate in Database Design and Development, Columbia University, New York, NY
Feb 03	Programming Microsoft SQL 2000 Server Database, New Horizons Computer Learning Center, New York, NY
July 02	Administering Microsoft SQL 2000 Server Database, New Horizons Computer Learning Center, New York, NY
Oct 01	Introduction to Oracle: SQL and PL/SQL, University of Texas at Arlington (UTA), Division of Continuing Education
Dec 00	AR System Advanced Topics 4.5, Remedy Corporation, Dallas, TX
Nov 00	Administering the AR System 4.5, Remedy Corporation, Dallas, TX

Computer Skills

Database Applications: Oracle Enterprise Edition, Microsoft SQL Server, Microsoft Access, MySQL, PostgreSQL

Workflow Solutions: Remedy Action Request System 7x, 6x, 5x & 4.5, Remedy ITSM Suite 7x (modules: Service Desk, Change, Asset, and Service Level Management), BMC Atrium CMDB, Remedy Mid-Tier, AR Web, Customer Relations Management (CRM), Remedy Help Desk Management 5x & 4x, Remedy Change Management 5x & 4x, Remedy Asset Management 5x & 4x, Remedy Migrator 7x, 6x & 5x

Software Packages: Veritas BackupExec, Veritas NetBackup, Hitachi SAN Connectivity solutions, Popkin System Architect, JBuilder Developer Edition, Dreamweaver, Microsoft Frontpage, Adobe Photoshop 5, HP Openview 3.3, Nortel NetID, Castlerock SNMPc, Compaq Insight Manager 4.2, Veritas Backup, ArcServe Backup, Microsoft Exchange Server, Sendmail, Majordomo, Listserv, Listproc, Procmail, Lotus Notes, CC:Mail, Microsoft Office

Project Management Tools: Microsoft Project, Niku Project Workbench, CA Clarity

Programming Languages: Java, PL/SQL, CGI and Perl script troubleshooting

Web Authoring Languages: HTML, JSP, PHP, Struts Architecture

Network Protocols: TCP/IP, RIP, SNMP, DHCP, TFTP, Frame Relay, ATM

Operating Systems: Windows Workstation & Server NT, 2000, & 2003, Redhat Linux, FreeBSD, Sun Solaris, Cisco IOS

Work Experience

July 07 - Present

Remedy Developer II

Countrywide Financial, Dallas, TX

- ◆ First six months, worked as Contractor for Countrywide through MGA Employee Services.
- ◆ Work with team of four Remedy Developers and two India-based Remedy Administrators to maintain and enhance two separate Remedy systems. Coordinated activities with separate

Business Analysis and Quality Assurance teams based in Arizona and California to develop workflow from gathered requirements, and ensured enhancements met the high quality standards set by the company. Provided documentation and necessary backup support required by Systems Management team to implement changes and enhancements into the company's Production environment.

- ◆ Development, implementation, administration and support of Remedy and SQL Server applications used for internal employee support, project and CMDB/Asset management. Customization of both Remedy application and SQL Database to work with IT department's business rules and processes.
- ◆ Enhanced existing custom applications developed in-house by previous development staff members. Custom applications included systems such as Branch Logistics, IT Standards and Requests, integration between the two Remedy systems, and automated alert notifications from email and Network Management Systems, such as NetIQ and Netcool.
- ◆ Upgraded existing custom interface developed in SQL between Remedy database and PeopleMart data warehouse containing support information for Countrywide employees and contractors. Enhancements included the expansion of data imported in Remedy system, performance and data standardization.

Dec 01 - July 07

Senior Remedy Developer

Emerging Health Information Technology, Yonkers, NY

- ◆ Worked as team leader and senior developer for Remedy Administration group consisting of three Remedy Developers. Coordinated requirements gathering and process development of new Remedy enhancements and implementations. Reviewed and tested workflow designs and implementations to ensure compliance with internal group specifications, and guarantee designs met all requirements laid forth by customer. Trained most recent Remedy Developer from ground-up with no previous experience of database or application workflow design. Provided additional training and regular status reviews with all staff under Remedy team.
- ◆ Development, implementation, administration and support of Remedy and SQL Server applications used for internal employee support, project and inventory management. Customization of both Remedy application and SQL Database to work with MIS department's business rules and processes. Analysis of MIS department processes and procedures for possible further integration and customization of the Remedy application.
- ◆ Upgraded existing custom, non-relational Remedy database to Remedy ITSM Suite including modules for Help Desk, Change, and Asset Management. Cleanup existing MS SQL database to remove duplicate and erroneous entries within the inventory management database.
- ◆ Upgraded implemented Remedy ITSM Suite from version 4x to 7x, and implement new ITSM modules Service Level Management and BMC Atrium CMDB within organization. Coordinated new procedure and process changes associated with new modules and upgraded ITSM features. Provided user training and documentation to internal MIS staff and external customers.
- ◆ Design, development, and implementation of a custom Java/JSP web interface for the Remedy Action Request System before Mid-Tier application release. Web interface allowed secure, remote access for on and offsite technicians, and provided consoles for users to open their own Help Desk and Change requests to the MIS department.
- ◆ Migrated previously developed custom web interfaces into new standardized web interface available through Remedy Mid-Tier application.
- ◆ Design, development, and implementation of a custom Human Resources Management application within the Remedy Action Request System. The EHIT managers use the HR application as a central repository for tracking employee physical assets, application access, skills and educational background, attendance and review information, and contact data.
- ◆ Integration of existing MS Access database into Remedy application used for tracking scheduled Operation group changes (Opsched).
- ◆ Integrate the Remedy database with EHIT's mainframe-based payroll system to synchronize employee data between both systems.
- ◆ Implementation, training and documentation of product usage for Remedy Service Desk, Change & Asset Management suites, cutover of pre-existing system, and ongoing support for business results.
- ◆ Provided documentation and training for nearly 400 MIS support personnel on how to access and use the new system. Training included new hire orientation, routine in-service training, and

- additional courses designed to expand support staff knowledge of Remedy application.
- ◆ Design, development, and implementation of:
 - ❖ Change control procedures for enhancements to existing applications and associated workflow.
 - ❖ Security procedures for Remedy applications, MS SQL databases, and application hosting NT server.
 - ❖ Backup and disaster recovery procedures for MS SQL databases and hosting NT server.
- ◆ Evaluation of:
 - ❖ Barcode scanning software and palm pilots for integration into Remedy application with emphasis on asset management and inventory tracking.
 - ❖ Web-based solutions for both Remedy application and MS SQL database for remote users and online reporting methods.
- ◆ HP Openview and Compaq Insight Manager Network Management Systems for possible integration into Remedy application for improved problem tracking and performance monitoring.

Feb 01 - Nov 01

Remedy Developer

Clearwire Technologies, Inc., Arlington, TX

- ◆ Supervised the administration, development, implementation, and support of Remedy and Oracle applications.
- ◆ Integrated 6 separate Microsoft Access databases into a single Remedy/Oracle solution while retaining and improving upon pre-existing workflow and procedures.
- ◆ Integrated Remedy CRM database with Radix IDX customer sales and billing management system.
- ◆ Performed database and system administration activities including, but not limited to, documentation, quality assurance, change control and security procedures, and training. Facilitated the product usage of Remedy CRM Customer Support, by documenting procedures and providing in-house training and ongoing support for the new system.
- ◆ Designed, implemented, and administered:
 - ❖ HTML-based web interface for Remedy using CRM Web for use as a self-service site for Clearwire's customers.
 - ❖ JSP-based web interface for Remedy using AR Web 4.0 for use by Clearwire's partners and field engineers.
 - ❖ Java-based web interface for Remedy using Remedy Web for use as auxiliary Remedy access for remote employees and users who do not have the Remedy client installed onto their computers.
- ◆ Evaluated:
 - ❖ Network Management Systems (NMS) for potential integration into the Remedy and Oracle applications.
 - ❖ Remedy Help Desk, Asset Management, and CRM Customer Support applications for use within Clearwire's OSS and IT environment.
- ◆ Participated in ERP support team for evaluation of the Order Management, Inventory, Billing, Service Provisioning, Projects, Financials, and Customer Care modules for Clearwire Technologies.

Sep 00 - Feb 01

System Administrator (Remedy Developer)

BroadbandNow, Inc., Dallas, TX

- ◆ Administration and maintenance of production ARS 4.00.3 and AR Web 3.0.2 servers and development/test ARS 4.5.1 and AR Web 4.0 servers.
- ◆ Designed, developed and implemented:
 - ❖ Remedy workflow changes in accordance with updated processes within the Customer Care, Engineering, and Information Technology Departments.
 - ❖ Remedy forms, active links, filters, and guides to fully use Remedy and meet the data requirements set forth by the Customer Care, Engineering, and Information Technology departments.
 - ❖ Reports using Crystal Reports and Remedy reporting tools & publish selected reports to company Intranet site as required.
- ◆ Provided backup support for other system administrators in the IT department.

Sep 99 - Aug 00	Network Operations Center Analyst	
		BroadbandNow, Inc., Dallas, TX
◆	Responsible for weekend 2 nd shift; monitoring and troubleshooting of nationwide backbone and active MDU units (apartment complexes) of company's partners; coordinating repairs of deployed network devices on the field with local field engineers, installers, and project managers.	
Jan 99 - Aug 99	Network Analyst	
		MCI WorldCom Systemhouse, Dallas, TX
July 98 - Dec 98	Help Desk Analyst	
		MCI WorldCom Systemhouse, Dallas, TX
Sep 97 - July 98	Consultant (Help Desk Analyst)	
		Computer Horizons (<u>Contract</u> : MCI Systemhouse), Dallas, TX
Feb 97 - Aug 97	Consultant (Field Technician)	
April 97 - Aug 97	System One Technical (<u>Contract</u> : Miller Freeman, Inc.)	Dallas, TX
Feb 97 - Mar 97	System One Technical (<u>Contract</u> : Banctec)	Dallas, TX
Jan 96 - Jan 97	Technical Support Representative	
		Stream International, Dallas, TX