

# Kevin Pickens

Senior Systems Engineer / IT  
Generalist

(317)528-0762  
kbpickens@gmail.com

## **Profile:**

Detail-oriented and fast-learning systems engineer (application support) with ten years experience. Knowledgeable about many applications and protocols. Excellent written and spoken communication abilities; capable of explaining technical topics to non-technical individuals and business topics to non-business individuals.

## **Skills:**

- XHTML
- HTML5
- PHP
- Pentaho (Spoon ETL)
- BMC Remedy (ITSM Suite)
- Verint (formerly: Perseus and Vovici)
- HTML
- CSS
- MySQL
- Oracle
- SOAP Web Services
- Java
- WordPress

## **Highlights:**

- *Designed, developed, and implemented* a complete conversion of the ETL process for customer identification data, *improving* accuracy and completeness and *saving* Tier 1 support an estimated two hundred to four hundred hours per year.
- *Collaborated* on a method for retrieving CI data from a data provider with no available programmatic connections in a more security-conscious portion of the network without violating security controls.
- *Created* an application that allowed the reporting team to retrieve data from a vendor's system, *saving* the cost of additional licensing for the reporting tool.
- *Designed, developed, and implemented* a user interface for viewing and updating locations and related data in BMC Remedy.
- *Designed, developed, and implemented* a user interface for submitting network device IMAC tickets to all appropriate groups with *automated* data completion.

## **Experience:**

### **Systems Administrator Coordinator — Senior Programmer/Analyst Coordinator — Systems Engineer**

#### **BAE Systems, Inc**

December 2009 - Present

I customize the Remedy (BMC Action Request System ITSM and Atrium CMDB) ticketing application to meet our internal needs. This includes:

- developing Forms
- developing Filters
- developing Escalations
- developing Active Links
- adjusting existing Forms and Applications to:
  - o include necessary data
  - o validate entered data
- developing integrations using Atrium Integrator to:
  - o transfer People/User/customer data from Microsoft Identity Integration Server (MIIS)
  - o transfer People/User/customer data from Novell Identity Vault
  - o transfer CI data from CA Spectrum
  - o transfer network device and site data from a custom portal based on IBM Tivoli Network Monitor (ITNM)

I customized the Maximo (Tivoli Service Request Manager) ticketing application to meet our internal needs. This included:

- developing Workflows
- adjusting Applications to:
  - o include necessary data
  - o validate entered data
- implementing Job Plans

I was also the secondary database administrator for our installation of Maximo (utilizing Oracle 10g R2 RAC).

I was responsible for developing and deploying modifications to our RightAnswers Self-Service and Support Analyst installations. This included integrating these systems with Maximo.

My duties also included maintaining and administering our installations of the Perseus and Vovici survey applications. This included:

- managing survey author and administrator accounts
- creating surveys from question lists and text provided by customers
- developing reports from data enter by respondents
- updating the installed software
- installing the software
- troubleshooting problems which arise when accessing the software administration interface or individual surveys

### **Help Desk Assistant**

#### **BAE Systems, Inc**

April 2008 - December 2009

I provided Tier 1 and Tier 2 phone and e-mail support to internal customers, including:

- resetting passwords and PINs for systems including:
  - o Microsoft Active Directory
  - o RSA SecurID
  - o VASCO Data Security
- managing accounts in:
  - o RSA SecurID
  - o VASCO Data Security
- troubleshooting for common desktop applications, such as:
  - o Microsoft Word
  - o Microsoft Excel
  - o Microsoft Access
  - o Microsoft Power Point
  - o Microsoft Outlook
  - o Microsoft Internet Explorer

## **Help Desk Analyst**

### **ACCESS Systems, Inc**

September 2007 - March 2008

I provided Tier 1 and Tier 2 phone and e-mail support to internal customers, including:

- resetting passwords for Microsoft Active Directory and applications internal to the Department of State
- managing accounts in Microsoft Active Directory
- troubleshooting for common desktop applications, such as:
  - o Microsoft Word
  - o Microsoft Excel
  - o Microsoft Access
  - o Microsoft Power Point
  - o Microsoft Outlook
  - o Microsoft Internet Explorer