Kevin Pickens
Systems Engineer / IT Generalist

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Profile:

Detail-oriented and fast-learning systems engineer (application support) with eight experience.
Knowledgable 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	HTML
HTML5	CSS
PHP	MySQL
Pentaho (Spoon ETL)	Oracle
BMC Remedy (ITSM Suite)	SOAP Web Services
	Java
Verint (formerly: Perseus and Vovici)	WordPress

Highlights:

Developed, designed, 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.

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:
    - include necessary data
    - validate entered data
- developing integrations using Atrium Integrator to:
    - transfer People/User/customer data from Microsoft Identity Integration Server (MIIS)
    - transfer People/User/customer data from Novell Identity Vault
    - transfer CI data from CA Spectrum
    - 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:
    - include necessary data
    - 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:
    - Microsoft Active Directory
    - RSA SecurID
    - VASCO Data Security
- managing accounts in:
    - RSA SecurID
    - VASCO Data Security
- troubleshooting for common desktop applications, such as:
    - Microsoft Word
    - Microsoft Excel
    - Microsoft Access
    - Microsoft Power Point
    - Microsoft Outlook
    - Microsoft Internet Explorer

Help Desk Analyst
ACCESS Systems, Inc