

## Curriculum Vitae and Project Overview

### Specialist Subject BMC



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#### Personal details

Year of birth:	1972
Qualifications:	IT
Work experience:	since 1998
Language skills:	German (native language), English
Nationality:	German

#### Brief - introduction

In 1993 I began my IT studies at the University of Hagen and gained initial professional IT experience. From the beginning my main professional focus was on operations within IT service management. After a short period this changed to the construction and continued development of service desks followed by tool development and IT process consultancy, which is what I continue to practice today. Due to this experience, additional expertise was gained in the fields of project management methods and workflow management tools. I have been able to assist several German automobile companies, banks and IT service providers in this manner and in some cases continue to assist them even now.

For me it is important to implement solutions that were developed together at the end of the chain in the exact manner that they were intended.

I was born in Krefeld-Uerdingen in 1972, am married and have been living in Münster since 2014, from where I am active as an advisor and developer. Before founding K-Cons, I also worked with banks and automobile companies as well as IT service providers in Wolfsburg, Munich, Frankfurt, Bonn, Düsseldorf, and Münster.

## Projects

Sector: IT service provider, banking / Münster  
Key areas: IT service management  
Role: Consultant/Developer/Sub-project manager  
Tasks:

- Changing database from DB2 to MSSQL for BMC AR Server
- Consulting regarding interface processes
- Consulting regarding BMC products
- Consulting regarding IT service management processes
- Supporting internal developers
- Expansions and in-house developments
- Fixing bugs in ITSM Suite and SRM 7.6.04

Know-how/tools: BMC Remedy ARS 7.6.04, BMC ITSM 7.6.04, BMC SRM 7.6.04  
Project duration: 01/2014 – current

Sector: IT service provider, banking / Münster  
Key areas: IT service management  
Role: Consultant/Developer/Sub-project manager  
Tasks:

- Merging BMC SRM and ITSM
- Consulting regarding interface processes
- Consulting regarding BMC products
- Consulting regarding IT service management processes
- Supporting internal developers
- Expansions and in-house developments
- Fixing bugs in ITSM Suite and SRM 7.6.04

Know-how/tools: BMC Remedy ARS 7.6.04, BMC ITSM 7.6.04, BMC SRM 7.6.04  
Project duration: 01/2013 – 12/2013

Sector: IT service provider, banking / Münster  
Key areas: IT service management  
Role: Consultant/Developer/Sub-project manager  
Tasks:

- Upgrading from BMC AR Server 7.5 to 7.6.04
- Upgrading BMC ITSM Suite Mixed Operations from 7.1/7.5 to 7.6.04
- Consulting regarding interface processes
- Consulting regarding BMC products
- Consulting regarding IT service management processes
- Supporting internal developers
- Expansions and in-house developments
- Fixing bugs in ITSM Suite 7.5/7.6.04

Know-how/tools: BMC Remedy ARS 7.5/7.6.04, BMC ITSM 7.1/7.5/7.6.04

Project duration: 04/2012 – 12/2012

Sector: Banking / Düsseldorf

Key areas: Monitoring, tracking and controlling the transfer of client software during a change in service provider.

Role: Consultant/Sub-project manager

Tasks:

- Creating scripts
- Communication between client and service provider
- Tools integration and maintenance
- Supporting project management

Know-how/tools: Remedy Action Request

Project duration: 11/2011-12/2011

Sector: IT service provider, banking / Münster

Key areas: IT service management

Role: Consultant/Developer/Sub-project manager

Tasks:

- Consulting regarding interface processes
- Developing interfaces
- Consulting regarding BMC products
- Consulting regarding IT service management processes
- Supporting internal developers
- Expansions and in-house developments
- Fixing bugs in ITSM Suite 7.1/7.5

Know-how/tools: BMC Remedy ARS 7.5, BMC ITSM 7.1/7.5

Project duration: 01/2011 - 10/2011

Sector: IT service provider, banking / Münster

Key areas: IT service management

Role: Consultant/Developer

Tasks:

- Upgrading AR Server 7.0 to 7.5
- Introducing asset management
- Upgrading CMDB and Core Functions from 7.1 to 7.5
- Consulting regarding interface processes
- Developing interfaces
- Consulting regarding BMC products
- Consulting regarding IT service management processes
- Supporting internal developers
- Expansions and in-house developments
- Fixing bugs in ITSM Suite 7

Know-how/tools: BMC Remedy ARS 7.1/7.5, BMC ITSM 7.x

Project duration: 01/2010 - 12/2010

Sector: IT service provider, banking / Münster

Key areas: IT service management

Role: Consultant/Developer

Tasks:

- Consulting regarding interface processes
- Consulting regarding BMC products
- Consulting regarding IT service management processes
- Supporting internal developers
- Expansions and in-house developments
- Fixing bugs in ITSM Suite 7

Know-how/tools: BMC Remedy, BMC ITSM 7.0

Project duration: 03/2009 - 12/2009

Sector: IT service provider, banking / Bonn

Key areas: IT service management

Role: Consultant/Developer

Tasks:

- Replacement of existing incident and service management solutions
- Connecting the various external and in-house systems
- Support with report generation
- Fixing bugs in ITSM Suite 7

Know-how/tools: Oracle 10g, BMC Remedy, BMC ITSM 7.x, SQL Developer, Citrix, Business Objects

Project duration: 01/2009 - 03/2009

Sector: IT service provider, banking / Düsseldorf

Key areas: Conception of a new systems environment

Role: Designer/consultant

Tasks:

- Merging various individual systems,
- Migrating to a server group with load balancers,
- Updating to AR System V7,
- Standardising patch status
- Minimising maintenance costs

Know-how/tools: Remedy Action Request, GANTT, Microsoft Office products

Project duration: 07/2008

Sector: IT service provider, banking / Bonn  
 Key areas: IT service management  
 Role: Developer  
 Tasks:
 

- Replacement of existing incident and service management solutions
- Connecting the various external and in-house systems

 Know-how/tools: Oracle 10g, BMC Remedy, BMC ITSM 7.x, SQL Developer, Citrix  
 Project duration: 03/2008 - 06/2008

Sector: Banking / Düsseldorf  
 Key areas: IT service management, consulting, and development  
 Role: Consultant/Developer  
 Tasks:
 

- Connecting and supporting workflow components by mail, file transfer, UC4, SMS, Crystal Reports, etc.
- Developing and supporting external scripts for controlling and processing reporting data from Remedy Action Request
- Interface developments on AR Server 4.x-6.x
- Upgrading AR Server 4.x to 6.x
- Developing and supporting import scripts
- Workflow development, incident management, service desk, CMDB, escalation management, ITAM, CRC, order management, etc.

 Know-how/tools: Remedy Action Request, Perl, VBS, Java, Unix/Sinix, MS products  
 Project duration: 10/2005 – 03/2008

Client/Sector: Fire protection / Cologne  
 Key areas: VBS training  
 Role: Specialised trainer  
 Tasks:
 

- Training and coaching the client's employees in VBS

 Know-how/tools: VBS  
 Project duration: 10/2005

Sector: Banking /Düsseldorf  
 Key areas: Introduction of Microsoft  
 Windows XP  
 Role: Consultant  
 Tasks:
 

- Developing solutions for migrating Windows NT 4.0 Workstation to Windows
- User and technician support during the roll-out phase

Know-how/tools: MS products, Remedy Action Request

Project duration: 04/2004 – 10/2005

Sector: Banking / Düsseldorf

Key areas: Developing, creating and connecting a knowledge database

Role: Developer

Tasks:

- Developing an integrated knowledge database
- Integration into Remedy
- Creating scripts in VBS for automatic development of HTML pages
- Creating interfaces with Java and HTML
- Search function with Java

Know-how/tools: Remedy Action Request, VBS, Java, HTML

Project duration: 01/2002 – 12/2003

Sector: Banking / Düsseldorf

Key areas: Support and assistance

Role: Consultant

Tasks:

- Systems and user support in a service desk
- Supporting use of standard Microsoft products (MS Windows, Office, IE etc.)
- Supporting individual and industry packages (e.g. bank advisor programs)
- Supporting servers and client PCs
- Supporting network infrastructure

Know-how/tools: Remedy Action Request 3.x-4.x, VBS, Java, HTML, MS products

Project duration: 08/2001 – 03/2004

Sector: Automobile / Munich

Key areas: Construction, support and operation of worldwide support

Role: Head of Customer Focus Team

Tasks:

- Constructing and further developing an international service desk over various locations.
- Product launches and integration into the service desk process
- Systems and user support in an international service desk
- Supporting use of standard Microsoft products (MS Windows, Office, IE etc.)
- Supporting individual and industry software (e.g. dealer software and retailer systems)
- Supporting servers and client PCs
- Supporting network infrastructure (LAN/WLAN)
- Controlling technician visits
- User administration
- Reporting
- Supporting mainframe systems

- Database support
- Staff training and development
- Second level support for the sectors stated above
- Escalation management

Know-how/tools: Remedy Action Request 3.x

Project duration: 08/1999 - 07/2001

## Development/certification

### BMC SRM

Focus: BMC Remedy IT Service Management 7.5: Administering - Part 2  
Period: 03/2011

### BMC WOM

Focus: BMC Work Order Management 7.6: Using  
Period: 02/2011

### BMC SRM

Focus: BMC Remedy IT Service Management 7.5: Administering - Part 1  
Period: 01/2011

### BMC Remedy

Focus: ITSM 7.x Application Administering Essentials  
Period: 12/2009

### BMC Atrium

Focus: Core CMDB 7.5 – What's New  
Period: 11/2009

### BMC Atrium

Focus: CMDB 2.x – Administering Part 2  
Period: 10/2009

### BMC Remedy

Focus: AR System 7.5 – What's New  
Period: 08/2009

### BMC Remedy

Focus: Action Request Entwickler  
Period: 2002

### BMC Remedy

Focus: Action Request Administrator  
Period: 2001