

Curriculum Vitae and Project Overview



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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.



Professional career

- 07/2014 – current Independent consultant and developer
K-Cons
www.k-cons.de
- 08/2011-07/2014 Senior consultant
RDS Consulting GmbH
www.rds.de
- 02/1999-07/2011 Head of Customer Focus Team
twenty4help Knowledge Service GmbH
www.twenty4help.de

Education

- 10/1993 – 02/1999 Studies in Computer Science/Business Studies – incomplete
University of Hagen
www.fernuni-hagen.de

Skills

- + Basic knowledge and initial practical experience
- ++ Sound knowledge combined with practical project experience
- +++ Expert knowledge combined with extensive project experience

Products

- +++ BMC Remedy ARS 3.x/4.5/5.x/6.x/7.0/7.1./7.5/7.6.04
- +++ BMC ITSM 7.0/7.1/7.5/7.6.04
- +++ BMC SRM 2.0/7.6.04
- +++ Omnitracker
- +++ MS Office 97/2000/XP/2003/2007/2010/2013
- ++ BMC Atrium 2.x
- ++ UC4
- + Oracle RDBMS
- + DB2
- + MSSQL
- + Business Objects

Programming language

- +++ VBS
- ++ Perl
- ++ Pascal
- ++ Basic
- ++ Assembler
- ++ LSL
- ++ JScript
- + SQL
- + Ansi-C

Methodical competence

- ++ ITIL v3
- +++ ITIL v2
- ++ PRINCE2

Industry knowledge

Banking, IT service provision, financial services

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: Retail and wholesale / Krefeld

Key areas: Creating client capacity, expanding incident management for departments that are not linked with IT, adjusting master data, reporting, customising

Role: Consultant/Developer/Sub-project manager

Tasks:

- Conception and process consultancy
- Customising for incident management
- Integration into existing systems
- Interface development
- Connecting external ticket tools

Know-how/tools: Omnitracker, Microsoft Office products, Citrix Web-VPN

Project duration: 01/2012 – 04/2012 full-time
04/2012 – 06/2014 as required

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: Electronics / Essen

Key areas: Implementing process and tools in accordance with ITIL

Role: Consultant/Developer

Tasks:

- Conception and process consultancy,
- Customising for incident and problem management,
- Integration into existing systems
- Clustering

Know-how/tools: Omnitracker, Microsoft Office products, Citrix Web-VPN

Project duration: 08/2008 - 12/2008

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

Sector: Insurance / Frankfurt am Main

Key areas: Client support

Role: Second level agent

- Tasks:
- Systems and user support in a user help desk
 - Support of individual software from Start Amadeus GmbH
 - Support of typical hardware within the company

Know-how/tools: In-house PMS

Project duration: 05/1999 - 07/1999

Development/certification

PRINCE2 Foundation

Focus: Project management
Period: 10/2012

ITIL Foundation v3

Focus: Methodology
Period: 05/2012

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

ITIL v2.0

Focus: IT Service Manager v2.0
Period: 08/2010

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

OmniTracker

Focus: Automation – Advanced
Period: 2008

Omnitracker

Focus: Automation – Basic
Period: 2008

Omnitracker

Focus: Reporting/Statistics - Advanced
Period: 2008

Omnitracker

Focus: Reporting/Statistics - Basic
Period: 2008

Omnitracker

Focus: ASP.NET Web Client
Period: 2008

Omnitracker

Focus: Email Gateway
Period: 2008

Omnitracker

Focus: Basic administration
Period: 2008

Oracle

Focus: RDBMS
Period: 2008

MS InfoPath 2003 & XML

Focus: Fundamentals, scripting and workflow processing
Period: 2007

Microsoft Office Professional

Focus: Certification in Excel 2003
Period: 2006

UC4

Focus: Scripting, batch processing
Period: 2005

ITIL v2

Focus: Foundation
Period: 2004

Microsoft Office Professional

Focus: Certification in Excel 2002
Period: 2003

Microsoft Windows XP

Focus: MOC 70-270

Period: 2003

BMC Remedy

Focus: Action Request Developer

Period: 2002

Communication training

Focus: Communication, managing and avoiding conflict

Period: 2002

BMC Remedy

Focus: Action Request Administrator

Period: 2001

Train the Trainer

Focus: Training didactic and methodology

Period: 2001

Communication training

Focus: Telephone communication

Period: 1999