

Curriculum Vitae and Project Overview

Specialist Subject ITIL



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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: 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	Banking / Düsseldorf
Key areas:	IT service management, consulting, and development
Role:	Consultant/Developer
Tasks:	<ul style="list-style-type: none"> • 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

Development/certification

ITIL Foundation v3

Focus: Methodology
Period: 05/2012

ITIL v2

Focus: IT Service Manager v2
Period: 08/2010

ITIL v2

Focus: Foundation
Period: 2004