

## Curriculum Vitae and Project Overview

### Specialist Subject Prince2



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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:	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:	<ul style="list-style-type: none"> <li>• Conception and process consultancy</li> <li>• Customising for incident management</li> <li>• Integration into existing systems</li> <li>• Interface development</li> <li>• Connecting external ticket tools</li> </ul>
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:	<ul style="list-style-type: none"> <li>• Creating scripts</li> <li>• Communication between client and service provider</li> <li>• Tools integration and maintenance</li> <li>• Supporting project management</li> </ul>
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:	<ul style="list-style-type: none"> <li>• Consulting regarding interface processes</li> <li>• Developing interfaces</li> <li>• Consulting regarding BMC products</li> <li>• Consulting regarding IT service management processes</li> <li>• Supporting internal developers</li> <li>• Expansions and in-house developments</li> <li>• Fixing bugs in ITSM Suite 7.1/7.5</li> </ul>
Know-how/tools:	BMC Remedy ARS 7.5, BMC ITSM 7.1/7.5
Project duration:	01/2011 - 10/2011

## Development/certification

### PRINCE2 Foundation

Focus: Project management  
Period: 10/2012