Alan J. Truelove        3326 Elm Terrace, Falls Church, Va. 22042       [truelove.alan@yahoo.com](mailto:truelove.alan@yahoo.com)

571 242 0153 (cell 24x7)

US Citizen. Active SECRET Clearance, TOP SECRET on hold as of 3/2012

Profile:

16 years experience in Remedy, Administration and Development, both 1-person projects and team member; 3 years experience in SharePoint development and administration; Military and Civilian agencies, and Commercial . Previous IT experience over 20 years,

REMEDY (ARS) 7.5 Administrator (Pt II) Certification       Sec+ Certification. Installed Remedy 7.6, ITSM, Mid-Tier,Oracle Data base (at two customers). API using Remedy Java interface.

SharePoint 2010, Development with Visual Studio (through 2010 version), SharePoint Developer, and Web User Interface.

References: (a)David R. Benbennick, Pres, Quantum Research Inc. Reston, Va. 703 620-0985 dave.benbennick @ gmail.com

(b) Monte Washburn, CEO Heartland ITS (US Office of Personnel Management Contract Mgr)

[Monte.washburn@heartlandits.com](mailto:Monte.washburn@heartlandits.com) 256 301 5457

Skills: Remedy 7.6, 7.5, 7.1,  6.3 ; ITSM 7.6, Atrium 2.1.3, CMDB 2.2, 7.6, SRM 7.6.04SP1 and 2.2; ADDM; Discovery tools (SPECTRUM, etc). Java API); BMC 7.5 Administrator Part II cert.

SharePoint 2010: SharePoint Developer, and Web User Interface. ASP.NET 3.5, 2.0, Windows 2008 server; AJAX; Linux; C#, Java, XML; C++; Perl(ActiveState); MatLab; Oracle 11g; PL/SQL; Microsoft SQL Server 2008; Crystal Reports 11; MS Office 2007. ; Apache; Tomcat.

Awards: US Department of Transportation 2003 – Business Enterprise Award (for 1-person Prime Contract, Fulcrum Corp., Federal Railroad Admin. below)

REMEDY EXPERIENCE

**Oct.2012 – June 2013**: (Fixed length tasks) Telesis , Beltsville, MD. (a) Maintaining & developing Remedy 7.6.04 Service Desk Application for US Office of Personnel Management – 70 Govt. agencies, 2.1 million end users. Designed and wrote Remedy API module (VB, Java) to automatically create and send 6 types of Crystal Report to 70 Agencies. This task takes 30 mins. every week, and month, replacing a 5 hours manual procedure. Designed and implement other API procedures to update the details of Administrators for the 70 agencies, replacing a 2-day manual procedure.

(b) (1-person task) Evaluating and creating sample Business Rules, etc., for other solutions to the above Help Desk management for replacement

(c) Sharepoint 2010 development –Power Shell. VBScript, HTML, Java—develop Data View Web Parts.

**Mar.-Sept. 2012-(fixed length contract)** CDI Inc. (through IBM and Sprint) Principal Remedy 7.6 Developer for Federal Reserve Bank.: New Application: [Responsible for Incident/Problem/Change Management tickets, including Automatic Generation from FTP input using Remedy-API] Computer and Network Equipment : Provisioning, Maintenance. Develop Requirements and Design in JAD sessions; Remedy Java/API and ASPNet3.5 modules.

**Sept. 2011-Feb 2012**: (fixed length) Avineon, Inc., Arlington, Va. US Marine Corps., Quantico, Va—Remedy 7.6, Migrate a large numbers of legacy Applications to a new Remedy 7.6 environment. Developed Remedy-API-Java procedures, and Remedy Reports further processed with ASP.Net modules, Administrative—install and update Remedy 7.6 components. Set up SRM2.2 with Catalog of Service items, and managed Customer usage.

**--January-Aug. 2011:**  (Fixed length task) Windward IT Solutions, 2300 Corporate Blvd, Suite 400, Herndon Va 20171, 703 812 0155; US Navy -Norfolk Naval Yard (SPAWAR) Contractor;

(a) 1-person task. Designed, Coded, installed and trained a new application (“ASI”, Authorized Service Interruption), gathered requirements from Users..[ two-way scheduled Communications-Outage Notification and Response process for world-wide Navy customers}. Use of API to ASP.Net 3.5 programs to provide interactive service to non-Remedy Users

(b ) Knowledge Management. Installation and Maintenance of Remedy 7.1 version.

--**April 2009 – Dec. 2010** (Contract ended); US Army NETCOM, (Signals Command).

[Two postings:   (A) SIGCMD 5, Mannheim, Germany. Through Artel, Inc. (Alan Gerber, Supervisor, +49 314 380 5937 alan.j.gerber@eur.army.mil)       (B) Ft Huachuca, AZ through NCI Inc. 75 N. Garden Ave. Sierra Vista AZ 85635, 520 459 3393]

Remedy Developer/Administrator. Develop new applications, and replicate legacy applications. For Upgrade 6.3 to 7.6. Interview Customers to define a requirements document,  and conduct labs. to obtain comments and suggestions for improvements.  User client and mid-Tier development.  Develop Java API packages to facilitate loading, and validation (Component Items) of CMDB / ITSM 7.5 (Discovery) , and to provide user-friendly GUI for Asset Management, Change Management queries and input. Interface with SPECTRUM r9.0 Discovery tool.   Developed and maintained Web Sites to guide and facilitate Army customer use of tickets for Asset Management, Organizational update, Incidents and Problems.

--**July 2007-Apr 2009** (funding expired) Spectrum Technology Group. (Naval Surface Warfare Center, Carderock, Md) 1-person Remedy/Oracle position.  Upgrade to version 6.3. Remedy tool is used to store and display actual and predicted Sonar detection events, and associated Transmission Loss and Environmental data. Each event results in a series of tickets containing environmental data, signal levels, and analyst notes. An Active link displays the time-series of events on a Map (ARCGIS tool).

--**March 2004 –June 2007**: Applied Signal Technology, Arlington Va. 703 478-3030. 420 Spring Park Place Herndon Va. 20170. 1-person Remedy/ SQLServer2005/ArcGIS position, Intelligence-related Remedy Projects.

    (a) 1-man project (2 year), completed successfully & installed at customer. This project stores and displays Acoustic and Electromagnetic detection events from ground based sensors. A Map tool (ArcMAP), allows the analyst to define the location and type of Noise and EM sources, and of sensors; Contours for Acoustic and EM levels are calculated and displayed, Remedy Tickets . are generated in real-time when a possible signal level is triggered (acoustic, EM or both).

    (b) Satellite observation of traffic. Traffic flow – type, speed- is observed on a country’s complete road network. An unusual traffic flow (numbers, concentration at a destination) triggers a series of Remedy tickets over time. The analyst can perform Statistical tests using Traffic matrix theory. Map plots (ArcGIS) are generated.

-- **Jan. 2000– Feb. 2004** : FULCRUM CORP., Fairfax, Va. (V. Kohli, Pres. 703-876-9570 X-201; vkohli@fulcrum-corp.com)

   (a) 4-year, 1-person Prime Contract (see Award above) Federal Railroad Admin.: Office of Safety. COTR: Tom Woll 202-493-6290 Tom.Woll@fra.dot.gov]. Completed and installed Remedy software package at 3 State Customers.. This Railroad Safety Demonstration project was authorized by Congress in 2000 for installation (and trial) in three States and I completed it in Feb. 2004. Designed, coded, installed on site and trained operators on usage of “1-800” Public Problem Reporting system for Railroad Grade Crossings, now in use in Texas, Pennsylvania and Kentucky. Each phone call (regarding a Grade Crossing problem) from the public (etc.) is handled by an operator, who generates a Remedy ticket. **(**Oracle backend). Phone calls and Faxes are automatically made to the owning Railroad, and subsequent resolution is recorded. Crystal reports is used to generate periodic Statistical summaries for State and Federal use**.**

Two Fulcrum Corp. Remedy subcontracts, concurrent with the above:

  (b) (1 year) Adelphia Cable TV, Buffalo. Supervisor /Developer/Administrator for 6-person Remedy team. Develop and maintain Remedy/Oracle  Inventory and Order-handling tools used in installing and maintaining Cable equipment, and billing processes. This tool was Distributed to nationwide Adelphia Customer service centers.

  (c )(1 year) Acterna, Germantown Md. (Global vendor of Web productivity and assessment tools). One-man Developer/Administrator Remedy 6.3/SQLserver position (replaced a Consulting company). Projects (i) Permits the operator to select and package Marketing publications in response to Customer requests. (ii) Monthly Budget, Sales, Agent performance monitoring, at Acterna branches worldwide (iii) Scanning of Conference attendee Business cards, adding to Remedy Contacts database. Remedy API using Perl and C++.

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**REMEDY EXPERIENCE PRIOR TO 2000** (Fixed length consulting projects):

Aug.-Dec. 1999: Schlumberger/Omnes, Houston, TX: Developed Remedy, Oracle, PL/SQL, C++ tools (Inventory, Provisioning, Customer service) marketed internationally to Companies.

May-July 1999: Bank of America HQ, San Francisco, Calif. 1-person Remedy position. Developed, installed and trained Remedy/Oracle system from scratch (not using OOB Remedy tools) for software/hardware Inventory and Tracking purposes.

 Jan-Apr. 1999: Ameritech, Chicago, Ill. 1-person Remedy position. Remedy/Oracle. (GE’s National business address database) Developed Remedy interface to stand-up a new Provisioning system.

 Jan. 1997-Dec. 1998: Visa International, Reston, Va. (This operation taken over by GE, discarding Remedy) 1-person Remedy/Oracle shop; developer and system administrator (100 user- 50-50% Windows, Unix- system) - maintained and enhanced system (covering all VISA banking products) for Software Development tracking, and Project management). ) Management Reports generated using Remedy Reports.

Education: Ph.D. (Math, Computer Sci.) UCLA ; MA, BA (Math) Cambridge Univ.

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