

Glen Knight

Experience

August 2014-Present

Column Technologies

New York, NY

BMC Remedy Service Support Consultant

- Architect, deploy, support and train in the services related to BMC Remedy.
 - Communicate strategies and best practices with staff or clients for product implementation
 - Document design specifications, installation instructions, and other system-related information
 - Verify stability, interoperability, portability, security, or scalability of system architecture
 - Collaborate with developers to select appropriate design solutions or ensure the compatibility of system components
 - Evaluate current and emerging technologies to consider factors such as cost, portability, compatibility, reliability, and usability
 - Provide Technical guidance or support for the development or troubleshooting of systems
 - Identify system data, hardware, or software components required to meet user needs
 - Provide guidelines for implementing secure systems to customers or installation teams
 - Monitor system operation to detect potential problems.
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December 2011-August
2014

Fidelity National Information Services

Sunrise, FL

Intern / Programmer Analyst 1

- Support migration of code through test environments with tools such as Blade Logic, OSQL, and Microsoft Team Foundation Server
- Performed due diligence as necessary to ensure correct file migration
- Coordinate implementation of code into production environments
- Troubleshoot internal applications by examining IIS configuration, database blocking, and affected file version.
- Create projects and work items in Microsoft Team Foundation Server
- Provided Release services for SDLC Waterfall and Agile/Scrum
- Gathered and compiled metrics and implementation data to present to management
- Manage relationships and coordinate work between different teams at different locations
- Conduct Release Readiness reviews
- Maintains a release repository and manages key information such as release procedures, dependencies, and notification lists.

Education

August 2006 - April
2013

Florida International University

Miami, FL

Bachelors of Science in Information Technology

Relevant Skills

Java – Intermediate, C# - Novice, Linux experience(Ubuntu/CentOS) – Intermediate, JSP/Servlet experience – Novice, MVC/Design Pattern experience – novice, Framework

experience(Hibernate/Struts/Spring) – novice, Agile/Scrum/Kanban experience – novice,
HTML/CSS experience – Intermediate, SQL – Novice, Perl – Novice, Python – Novice, BMC
Remedy-Intermediate, ITIL Foundation Certification, Javascript – Novice, Ruby - Novice

Relevant Applications

BMC Remedy, BMC Blade Logic, Visual Studio, Microsoft SQL Server 2008, Linux, Windows
Server, Microsoft Windows Office Suite, OpenOffice, Netbeans, Eclipse, Apache, Tomcat, Microsoft
Team Foundation Server, Blade Logic, MySql, BIRT

References

References are available on request.