Jens Yllman Curriculum Vitae

Profile

Jens have long and extensive experience in programming in both Unix and Windows environment. Have been responsible for all steps in the chain from idea to system in production. That is analyzes and design, implementation, test, installation and educating administrators.

Have been focusing on developing on the Remedy Action Request System platform since 1996. With an extra focus on integration to other systems. Like other data source and systems that handles different ways to communicate with the customer.

Skills

Programming

- C++, Java, C, PHP, Perl
- Win32 API, Linux, Unix
- HTML/XHTML/CSS, Java-script, PHP
- XML, JSON, BSON, RPC
- Network, Web Service, REST
- Database(SQL)

Databases

- Microsoft SQL
- Oracle
- PostgreSQL
- MySQL, Interbase, Microsoft Access, Paradox, Sybase

Operating systems

- Windows NT/2000/XP/2003/Vista/2008/7/2012/8/10/2016
- Unix (Linux/Solaris/HP-UX/AIX)

Tools/platforms

- Remedy Action Request System (including CMDB and ITSM)
- Pentaho (BMC Atrium Integrator)
- Dialo<gic
- Apex OmniVox
- Genesys
- Visual Studio/Borland C++ Builder/autotools(gcc)/cmake
- Eclipse

- Docker, Kubernetes

Methods/Processes/Structures

- Data modeling/Class modeling
- UML
- RUP
- ITIL/ITSM
- Structured Programming/Object-oriented programming
- Extrem Programming (Agile Programming)

Employments

- Shutec Elektronik (aug 1993-feb 1996)
- Uniweb AB (feb 1996-jan 2005)
- JPY Consulting AB (jan 2005-)

Education

- 9 years elementary school
- 4 years technical upper secondary school
- Military services 1991-1992

Courses

- Remedy Action Request System administrator (1996)
- Dialogic (1998)
- Certified Genesys Architect (1999)
- Genesys Internet suite (2000)
- Remedy Action Request System 6.0 (2004)
- Also some other courses for Remedy Action Request System internally in company without certification.

Projects/References (2010 -)

Telia (2020-10 - 2021-12)

Upgrading an CMDB installation from ... to 20.02. And after that continue with the development of some new features in the application and fixing some issues. This included extending the CMDB and other applications related to the CMDB. One of the new features was integrating with another application through Kafka using REST.

Thermo Fisher (2019-11 – 2020-06)

First part of this assignment was to upgrade the Remedy Action Request System from 9.1.05 to 19.08. But some of the applications needed some polishing. And then there was a bigger addition to one or the applications. All this included changing the database setup and a new integration with ServiceMax.

core¤ar and searchar (2005 - 2019)

Creating new tools for Remedy Action Request System application developers. Making it easier to maintain applications and to make more complex changes/updates to existing applications. Most of the time spent on these projects are outside normal working hours and between other projects.

Make google-like search for Remedy Action Request System. Indexing data in Remedy Action Request System applications to speed up searches and give user a google-like interface to search for data in multiple fields, including attachments.

Mainly programming in C++ and Java for multiple platforms like windows and linux. This also including development and support for php-arapi and rainmeterARSplugin which are open source tools related to Remedy Action Request System.

I have currently stopped working on these things. We will see what happens with BMC Helix Platform.

Regeringskansliet (2018-04 - 2019-02)

A project to upgrade to latest ITSM and move organization into using more of ITSM. My part mostly about getting a few integrations up and running using BMC Atrium Integrator. But also help with the upgrade/installation of the system on different environment.

Scania IT (2012-06 - 2017-06)

Maintenance and development of Remedy Action Request System applications. This also included upgrading from 7.6 to 9.1. The development was both in the applications but also different integrations, including web services, integration tools written in java, old type import and new through Spoon.

NNIT (2012-03 - 2012-06)

Modifying ITSM 7.6 to be able to do DSO between different installations and put system in production.

Lantmäteriet (2011-11 - 2011-12)

Setting up new servers for upgrading from Remedy Action Request System 7.1 to 7.6.04. And also helping with cleaning up data to put in CMDB to start use CMDB in the incident/problem/change processes.

SEB (2011-06 - 2011-11)

Maintenance and support for ITSM 7.6.

Tele2 (2010-11 - 2011-06)

Upgrading Remedy Action Request System and ITSM from 7.1 to 7.6.04. It actually was a project to upgrade to 7.6.03. But it changed to 7.6.04, which included doing overlays and making sure all users could work through the web interface after the native client gone unsupported.

More

- [More projects/references](#) (older then 2010)
- [Original CV](#)