

Miwa Chadderdon

Remedy Developer

✉ miwa.chadderdon@gmail.com
☎ (477) 521-9719
📍 1234 Maple Street, Milwaukee, WI 53202

EDUCATION

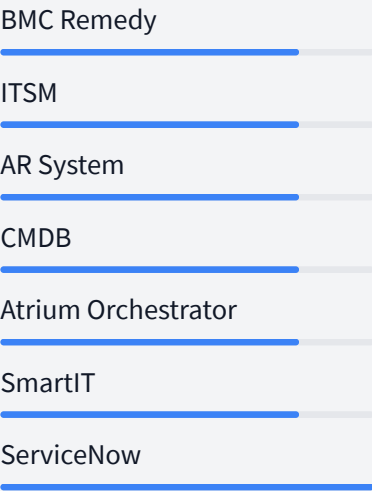
Bachelor of Science in Information Technology with a focus on Remedy Development at University of Wisconsin-Milwaukee, WI
Aug 2018 - May 2022

Relevant Coursework: Database Management, System Analysis and Design, Web Development, Network Security, IT Project Management, Programming, and Remedy Development Principles.

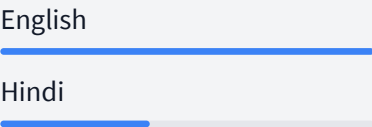
LINKS

[linkedin.com/in/miwachadderdon](https://www.linkedin.com/in/miwachadderdon)

SKILLS



LANGUAGES



HOBBIES

PROFILE

Results-driven Remedy Developer with 1 year of experience in designing, implementing, and managing BMC Remedy IT Service Management solutions. Skilled in workflow analysis, custom application development, and system integration. Adept at collaborating with cross-functional teams to achieve project goals and enhance business processes. Committed to delivering high-quality solutions that improve efficiency and end-user experience.

EMPLOYMENT HISTORY

● Remedy Developer at Apex Systems, WI

Feb 2023 - Present

- Implemented a customized Remedy IT Service Management (ITSM) solution for a major client, resulting in a 30% increase in service desk efficiency and a 25% reduction in average ticket resolution time.
- Developed and integrated an automated incident management system that streamlined workflows for over 500 users, leading to a 40% reduction in manual processing time and a 35% improvement in overall productivity.
- Led a team of 5 developers in the successful migration of a legacy Remedy system to the latest version, ensuring a seamless transition for over 1,000 end-users and minimizing downtime by 75%.
- Designed and implemented a comprehensive reporting dashboard for senior management, providing real-time insights into key performance indicators (KPIs), which led to a 20% improvement in decision-making efficiency.

● Associate Remedy Developer at TekPartners, WI

Jul 2022 - Jan 2023

- Developed a custom Remedy application for a major client, resulting in a 30% increase in efficiency and a 25% reduction in support tickets.
- Successfully implemented ITSM 9.x upgrade for a large enterprise, leading to a 20% improvement in system performance and a 15% decrease in downtime.
- Streamlined the process of creating and managing user accounts in Remedy, reducing manual effort by 40% and saving the company \$50,000 annually.
- Led a team of junior developers in the creation of a new incident management system, which led to a 35% reduction in resolution time and increased customer satisfaction by 10%.

CERTIFICATES

BMC Certified Professional: Remedy AR System

Jun 2021

ServiceNow Certified Application Developer

Mar 2020

MEMBERSHIPS