

Marie-Josée Ledoux

“ “I first met TRM at the Pacific Northwest Maximo User Group this past Spring and was quickly intrigued by their vision to expand with their Maximo expertise into the IBM IT Service Management Space. Joining TRM allows me to showcase my technical skills and help build on the successes and the future of this company.” – Marie-Josée Ledoux ” ”



Marie-Josée Ledoux joins TRM as a Senior IT Service Management Consultant with more than 10 years experience as an application lead/systems architect and a strong background in software development life cycle, ITIL and ETL technologies.

Marie has extensive experience implementing, upgrading and configuring the IBM IT Service Management suite of products. Marie has earned the following IBM certifications:

- **ITIL (Information Technology Infrastructure Library) Foundation Certificate**
- **IBM Certified ADP - IBM Service Management Service Delivery and Process Automation 2009**
- **IBM Certified Deployment Professional - Tivoli Application Dependency and Discovery Manager V7.1**
- **IBM Certified Deployment Professional - Tivoli Asset Management for IT V7.1**
- **IBM Certified Deployment Professional - Tivoli Change and Configuration Manager Database V7.1.1 Impl**
- **IBM Certified Deployment Professional - Tivoli Provisioning Manager V5.1**
- **IBM Certified Deployment Professional - Tivoli Service Request Manager V7.1**
- **IBM Certified Deployment Professional - Tivoli Usage and Accounting Manager V7.1**
- **IBM Certified ADP - IBM Service Management Asset and Financial Management 2009**

Marie brings a rare level of technical expertise, recently designing, implementing and configuring a helpdesk system solution and an asset tracking system based on ITIL principles using Tivoli Asset Management for IT including automation and configuration of workflows, escalations, emails and SLAs inside Maximo for a helpdesk solution.

Marie is also a certified IBM Authorized Independent Training Partner instructor and teaches courses in:

- **IBM Tivoli Service Request Manager 7.1 Fundamentals**
- **IBM Tivoli Service Request Manager 7.1 Implementation**
- **IBM Tivoli Asset Management for IT 7.1 Fundamentals**
- **IBM Tivoli Asset Management for IT 7.1 Implementation**
- **IBM Tivoli Application Dependency Discovery Manager 7.1.2**

Contact Information

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