# Resume of Evans Winner

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## OVERVIEW

- ~13 yrs as IBM midrange sysop / sysadmin; much unsupervised off-shift work requiring independent problem-solving of hard/software issues, understanding escalation procedures and critical / disaster recovery processes (5 yrs deadline-based, high-output production environment at a Fortune 500 company [ADP]). Phone, email and in-person support (1 year phone support at a high-throughput commercial helpdesk.) Perfect score on customer service portion of A+ exam.

- Web dev: Center for Infectious Disease and Immunity `http://hsc.unm.edu/som/programs/cidi/` (2008); Albuquerque Civic Chorus (2012-2013, volunteer, full re-design) `http://abqchorus.org`; idealstudios.com (1999-2001, now defunct)

## EXPERIENCE

**IS System Administrator I / Senior.** Sandia Laboratory Federal Credit Union, Albuquerque NM. 8/2008–2/2015.

IBM i on Power systems admin, 3 servers: AJS job scheduling (~300 scheduled jobs); migrated old IBM jobs to AJS and automated weekend batch processing. BRMS config and maintenance; PTF and upgrades; backups; process monitoring and general system ops; 2nd-level user and dev support with iSupport. Implemented database for tracking tape library (~400 tapes). Documentation and responsible for operations checklist maintenance; wrote build tool for checklists.

**Webmaster / Database Support.** Center for Infectious Disease and Immunity, Albuquerque NM. 1/2008–1/2009.

Web design / maintenance; helpdesk and general IT: Cleaned up code and built new pages for CIDI and Tularemia Vaccine Development Contract web pages (~25 pages, html, css, Javascript); re-designed MS Access billing DB (re-built tables, improved UI and refactored VBA code), maintenance and documentation; misc. helpdesk and office assistance (installs, scanning, troubleshooting, system setup).

**Computer Operator I / II.** Sur La Table, Inc, Seattle WA. 2/2006–7/2007.

iSeries / Windows server system operations: Process and print queue management, network monitoring; report generation and distribution. Support for POS systems (~60 retail sites), handheld scanners, touch-screen kiosks, general Windows XP and Mac OS/X desktop and laptops.

**Computer Operator.** Automatic Data Processing, Bothell WA. 7/2000–11/2005.

AS/400 / eServer operations for payroll processing: Nightly batch jobs, cassette and reel tape backups (multiple per day); Oce 2040 / 750 printer maintenance; tape library (~200 tapes) and printer output (~10,000–~100,000 pages/day) management. 2001 perfect attendance award.

**Associate Customer Engineer.** ParTech, Inc., Boulder CO. 6/1999–6/2000.

Customer service-intensive grave shift phone support for Thinnet-based POS systems: Fixed operational errors; diagnosed hardware issues with touch-screens, printers, LAN, drives, etc.; setup of network routing and other configuration issues and software upgrades on ParTech's software. Clarify support database client. Closed 10-20 tickets per night.

**Computer Lab Monitor.** University of Colorado, Boulder CO. 1/1999–6/1999.

Monitored university computer music lab: Support for email clients and basic Unix CLI help in Solaris and other software on Macintosh; fixed problems with cabling (mostly MIDI-related) and application suppot for MOTU Digital Performer.

## OTHER

**Certifications:** CompTIA **A+**, **Linux+**, **I-Net+**; Brainbench **MS-DOS 6**

**Programming:** Common Lisp, Emacs Lisp, Windows batch, HTML, CSS (intermediate); CL (IBM Control Language), SQL, C#, awk, Unix / QSHELL scripting (basic). Github: `https://github.com/EvansWinner`

**Education:** BA, English-Philosophy, *summa cum laude*. University of New Mexico; college and continuing ed courses in Pascal, C#, SQL, HTML5, digital audio and sound synthesis.