Resume of Evans Winner

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Background and Skills

- **System Administration:** 6 years IBM i on Power systems administration [SLFCU], 3 servers: AJS job scheduling (~300 scheduled jobs); migrated old IBM jobs to AJS and automated weekend batch processing; project lead on successful simultaneous hardware (to Power 6) and OS level (to 7.0) upgrade on production system; BRMS config and maintenance; PTF and upgrades; backups; process monitoring and general system ops; 2nd-level user and dev support with iSupport. Operations documentation and checklists maintenance. Some light sysadmin on MS Windows (reboots, monitoring, job scheduling, Active Directory [SLT]).

- **General Operations:** ~13 yrs IBM midrange operations; unsupervised off-shift work requiring independent problem-solving of hardware and software issues, understanding escalation procedures and critical / disaster recovery processes (5 years in a deadline-based, high-output production environment at a Fortune 500 company [ADP]). Process and print queue management, network monitoring; report generation and distribution (~10,000–~100,000 pages/day [ADP]); reel and cassette backups; printer maintenance (Oce 2040 / 750) [ADP]

- **Web development:** Center for Infectious Disease and Immunity http://hsc.unm.edu/som/programs/cidi/ (2008); Albuquerque Civic Chorus (2012-2013, volunteer, full re-design, which has since been completely changed) http://abqchorus.org; idealstudios.com (1999-2001, now defunct). Mainly cleaned up code and built new pages for CIDI and TVDC web pages (~25 pages, html, css, Javascript).

- **Database:** Re-designed MS Access billing DB (re-built tables, improved UI and refactored VBA code [CIDI]. Implemented database for tracking tape library (~400 tapes) [SLFCU]. Manual (DFU) and SQL edits on live data [SLFCU].

- **Phone-based support:** 1 year customer service-intensive grave shift phone support at a high-throughput commercial helpdesk supporting Thinnet-based POS systems [ParTech]: 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.

- **Other 1st level support:** Incidental email and in-person user support for POS systems (~60 retail sites [SLT]), handheld scanners, touch-screen kiosks, general Windows XP and Mac OS/X desktop and laptops. Misc. helpdesk and office assistance (installs, scanning, troubleshooting, system setup [TVDC]). 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 support for MOTU Digital Performer [CU].

- **Progamming:** Wrote build tool for operational checklists [SLFCU]. Some programming ability in Common Lisp, Emacs Lisp, Windows batch, HTML, CSS, and to a lesser extent, CL (IBM Control Language), SQL, C#, awk, Unix / QSHELL scripting. Github: https://github.com/EvansWinner

- Perfect score on customer service portion of A+ exam.

- 2001 perfect attendance award [ADP].

History

- **IS System Administrator I / System Administrator Senior.** Sandia Laboratory Federal Credit Union [SLFCU], Albuquerque NM. August 2008—February 2015

- **Webmaster / Database Support.** Center for Infectious Disease and Immunity [CIDI], University of New Mexico, Health Sciences Center, Department of Pathology, Albuquerque NM. January 2008—January 2009 [part time]

- **Desktop Support.** Tularemia Vaccine Development Contract [TVDC] laboratory University of New Mexico, Health Sciences Center, Department of Pathology, Albuquerque NM. January 2008—January 2009 [part time]

- **Computer Operator I / Computer Operator II.** Sur La Table, Inc [SLT], Seattle WA. February 2006—July 2007

- **Computer Operator.** Automatic Data Processing [ADP], Bothell WA. July 2000—November 2005

- **Associate Customer Engineer.** ParTech, Inc. (Through staffing agency Teksystems). Boulder CO. June 1999—June 2000.
- **Computer Lab Monitor.** University of Colorado [CU], Boulder CO. January 1999—June 1999

Education and Certifications

- BA, English-Philosophy, *summa cum laude*, University of New Mexico, 2010
- College and continuing ed courses in Pascal, C#, SQL, HTML5, digital audio and sound synthesis
- CompTIA **A+** (6/26/00), **Linux+** (3/27/07), **I-Net+** (6/5/06) (CompTIA ID: COMP001005140520); Brainbench **MS-DOS 6** (expired)