

ROBERT SMITH

Senior Systems Programmer/Executive

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Computer Programmer/Analyst with over 20 years experience, 16 years in higher education. Adept at troubleshooting, problem solving, attention to detail and effectively communicating technical information to non-technical customers. Dedicated to meeting expectations and completing projects on time. Demonstrated ability to develop good rapport with campus user community.

CORE COMPETENCIES

Microsoft Office 2007 Suite: Word, Access, Excel, Outlook, PowerPoint.

PROFESSIONAL EXPERIENCE

Senior Systems Programmer/Executive

ABC Corporation - February 1999 – May 2009

Key Deliverables:

- Led a six member Unix SA team planning short and long term Solaris OS/COTS upgrades.
- Helped identify areas of improvement for departments across campus Work closely with end users and staff members to identify.
- Provided support for OS/390, z/OS, and z/OS.e systems running on various hardware platforms culminating in z800.
- Used SAS for data analysis, reporting, and support of MXG software for performance measurement and capacity planning.
- Used MXG and SAS to monitor system statistics and develop reporting tools (such as automated web page updates of system activity).
- Used SAS for data analysis and reporting against application and system VSAM and sequential data sets.
- Used SMP/E to install new releases and patches to operating system and program products including z/OS, JES3, CICS, DFSORT, DFSMS, z/FS, TSO, RACF, and TCP/IP.

Senior Systems Programmer

Delta Corporation - 1997 – 1999

Key Deliverables:

- Project USPTO Patent EndtoEnd (PE2E) - Official Correspondence Implement RESTful web services Implement frontend UI components for authoring .
- Used SMP/E to install new releases and patches to Compuware software products including Xpediter, Abend Aid, QA Hiperstation, File Aid, Compuware Shared Services and Compuware License Management.
- Used SMP/E to install new releases and patches to Computer Associates software products including CA-1, CA-7, CA-11, CA-Librarian, CA-Roscoe, CA-Spool, CA-RIM, CA-Datcom (for CA-11), CA-IDMS, CA-JCLCHECK, and CA-TPX.
- Used various tools to install new releases and patches (including license key updates) to Phoenix Softwares (E)JES, VIO+ (Performance Essentials), Data-21s ZIP-390, McAfee's

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eBusiness Server (PGP), Merrills MXG, SEAs TRMS, TRMS/Web, and SAVRS (report management), Pitney-Bowes Group 1 products (Code 1 Plus, Mail Stream Plus and Geocode Plus), and SAS (both PC and mainframe).

- Made system changes and application changes to support IBMs VTS (Virtual Tape System) and DS8000 storage system.
- z/OS installation, customization, and PUT maintenance z/OS troubleshooting and SVC dump analysis.
- Installing program products and creating "usermods" SMP/E BAL code user-exits to support IBM and vendor program products.

EDUCATION

- M.S. in Computer Science - (University of Tennessee at Chattanooga - Chattanooga, TN)