Robert Smith

Senior Systems Programmer II

CONTACT DETAILS

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PERSONAL STATEMENT

Over twenty five years systems programming experience supporting VTAM and TCP/IP over various platforms in addition to supporting connectivity to IBM 37xx, CISCO routers and NCR Comten communications hardware. Five years CICS experience installing and performing maintenance of versions 2.3 thru 4.2.

WORK EXPERIENCE

Senior Systems Programmer II
ABC Corporation -   December 1997 – May 1998

Responsibilities:

- Ability to modify, add or delete information and updated the database accordingly.
- Designed and developed Graphical User Interfaces using VB6 to display caller data on Customer Service Representative PCs for multiple business units.
- Received via TCP, parsed and displayed on CSR screens when a caller transferred out of an Interactive Voice Response application.
- Generated statistical performance reports using Perl and VBA (MS Excel / MS Access) for several business units.
- Designed and developed databases based on requirements .
- Gathered Designed report format and generated monthly reports showing caller success rates, incidence of transfer to Agents and reasons for unsuccessful calls.
- Maintained the systems until the eventual shutdown of the data center.

Senior Systems Programmer
Delta Corporation -   1992 – 1997

Responsibilities:

- Led a six member Unix SA team planning short and long term Solaris OS/COTS upgrades.
- Managed four critical systems (Lab-Sunquest-UNIX, Radiology, Scheduling-IDX and OB-GYN).
- Also recommended and coordinated hardware / software upgrades, assisted network staff troubleshoot LAN and WAN, established standards for operations, .
- Lead Technical support for MVS and VM mainframe network software including VTAM, NCP, NetView and PEP gens.
- Provided 3rd party software support for the session manager and VPS.
- Extensive TSO/ISPF/SDF experience and SMP/e background.
- Reporting to the Systems Administration Manager.

Education

Chemistry And Information Management - 1991(California State University Sacramento)

SKILLS

IT Governance, It Project Management, IT Project Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)