

Kali Love

(919) 699 – 0587

www.linkedin.com/in/kalilovestech

Relevant Work Experience

Mainframe System Programmer

North Carolina Farm Bureau, Durham, NC

November 2018 – Present

- Collaborates on all z/OS and application upgrades, installs, and configurations, overall maintenance, and monitoring
- Maintains RACF administration for system users, dataset profiles, facility classes and general RACF configuration
- Investigates and resolve routine or common incidents and issues generated from testing, CICS, applications development, and end users
- Provides on-call 24x7 support for project and maintenance activities outside normal working hours, as needed

Teacher,

Durham Public School, Durham, North Carolina

August 2016 – June 2018

- Prepared lessons, units, and projects to complete learning objectives
- Used google classroom to improved instructional decisions developing data management systems and spreadsheets that stored and tracked student information
- Trained students, parents, and colleagues on using mobile apps and other technologies for online communication, homework, tests, and study materials
- Worked cooperatively with special education teachers to modify curricula as needed

Remote Support Engineer

Kelly IT Services, Durham, NC.

March 2014 – July 2016

- Configured and deployed operating systems to desktops and laptops using remote and virtualization methods
- Maintained new user setup including AD accounts, M365, Workstation builds, printer support, and access issues.
- Troubleshoot and resolved hardware, software, and printing issues as they occur
- Monitored ticket tracking system and responded to incoming requests

Education

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| • Marist School of Computer Science and Mathematics | May 2020 |
| ◦ z/OS Associate Certificate | |
| • ProTech Professional Technical Services | December 2018 |
| ◦ MVS Skill Pack for z/OS (TSO/ISPF & JCL) | |
| • VMware Education | July 2018 |
| ◦ VMware vSphere 6.5, Horizon 7, NSX 6.2, and vRealize 7.2 | |
| • BA in History, North Carolina Central University | December 2012 |

Professional Skills

- Strong analytical problem-solving skills.
- Expert oral and written communication skills
- Experience with Python, JavaScript, Django, HTML & CSS, Unix shell scripting. Unix/Linux/Windows skills
- Demonstrated skills in working with mainframe z/OS, while maintaining RACF, and CICS applications
- Proven ability to multitask, learn new technologies quickly, and apply knowledge to business solution