

# Robert Smith

## Associate IT Engineer

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### SUMMARY

IT Engineer with 3 plus years of experience in the Finance domain, experienced with the use functions of capacity and availability for monitoring applications such as, HP BSM, HP Sitescope, Dynatrace, Splunk and Zenoss Resource Manager Experience with performance monitoring, SNMP, WMI, NetBIOS, WinRM, protocols Designed department SharePoint site to centralize, consolidate, and organize all department resources.

### SKILLS

VBA - Visual Basic For Applications, Microsoft Excel, Microsoft Access, Python, Data Presentation - Reporting And Visualizations, SDLC - Software Development Life Cycle, SQL - Structured Query Language, Data Mining, Munging And Analysis, Algorithm Design And Workflow Automation, Microsoft SQL Server, Cerner Soarian Financials, Allscripts AMPFM - Admissions Manager/Patient Financial Manager, Cerner Eagle Gold, Meditech CS

### WORK EXPERIENCE

#### Associate IT Engineer

Country Financial - January 2016 - Present

- Administering and implementing the upgrades, patches, and maintenance of all infrastructure and application performance monitoring tools.
- Translating business requirements into specific technical specifications, developing and implementing monitoring standards.
- Developing and executing the unit test and test cases using application platform tools, such as VMware, Zenoss resource manager, Splunk, Dynatrace, HP business service manager (BSM), and HP Sitescope.
- Performing analysis activities to determine system impact, documents requirements for business and implements solution to business problems.
- Ensuring that all end products are tested and inspected by working with the (CAM) capacity & availability management team.
- Work with business vendors and business peers to develop and ensure all needs are met with an application, and infrastructure monitoring tools.
- Tier2/tier 3 support for all enterprise monitoring tools, and provision monitoring request.

#### Associate IT Engineer II

Country Financial - October 2013 - December 2015

- Monitored multiple computer terminals within the mainframe IBM Z/OZ and distribution system environment to interpret system instructions and commands.
- Monitored production batch schedules and work with the processing management analysts to ensure batch cycles and online tasks are scheduled to process in the proper sequence and time frame.
- Corrected JCL errors as directed by application and system programmers.
- Monitored report distribution software, and event scheduling software ASG Zeke, Zebb, and Zena.
- Monitored servers, network, and applications utilizing standard tools including HP business service manager (BSM), zenoss services dynamic, CA service desk (incident/problem/change tracking tool).
- Ensured online systems are available using proper procedures to start and monitor online task, such as Zenoss network monitoring, HP site scope, and HP manage.