

Adgel Penalosa

Software Engineer - IBM

Longmont, CO - Email me on Indeed: [indeed.com/r/Adgel-Penalosa/e377f598b37a2e24](https://www.indeed.com/r/Adgel-Penalosa/e377f598b37a2e24)

Information Technology Specialist with over twenty-eight years of experience. Quick learner, implementer of new ideas, excellent problem troubleshooter/resolver, excellent applications operational support provider, excellent applications administrator, excellent tester, excellent developer, excellent team player, and always provide world class service to customers.

Authorized to work in the US for any employer

WORK EXPERIENCE

Software Engineer

IBM - April 2001 to Present

Provide Tivoli Usage Accounting Manager or Smart Cloud Cost Management (TUAM/SCCM) L3 support maintenance for Raytheon Billing/Data Warehouse solution. Perform the following key activities:

- 1) on-going application solution maintenance support
- 2) complex production problem that cannot be resolved by the L1/L2 operations delivery team in Dubuque Deliver Center.
- 3) small enhancement that are within the BAU scope and solution architecture
- 4) interface with IBM PMO/billing office and client communication as needed.

Global Asset and Configuration Management Data Warehouse (GACDW) - System Engineer/Admin:

Administer InfoSphere Datastage and Qualitystage. Administer InfoSphere Change Data Capture (CDC). Perform 2nd level Problem Determination on GACDW infrastructure related issues. Perform dry run test of all GACDW release deployment in Pre-Production environment. Deploy GACDW releases / fixpacks / hotfixes to production environment. Monitor ETL and CDC jobs. Troubleshoot / resolve issues with ETL and CDC jobs. Develop and maintain GACDW Steady State Support internal website. Provide level 2 DB2, Websphere Application Server (WAS), InfoSphere administration support. Write/Maintain internal custom scripts used for administering GACDW components. Provision servers (Linux, Windows 2012 VMs/Bare Metal servers) in Softlayer environment using Softlayer Customer Portal. Install Linux updates/patches.

Parity/Services Enablement Automation (SEA) Steady State Support / Tester:

Provide steady state support for Parity and SEA tools. Perform 1st level PD on Parity and SEA infrastructure related issues. Troubleshoot and resolve Parity and SEA client related issues. Isolate problems to application parts or underlying infrastructure. Resolve application problems that have operational causes. Work with developers to isolate product/integration code problems. Perform Parity/SEA client upgrades. Perform Parity/SEA Diagserv upgrades. Perform functionality testing on Parity and SEA clients, agents, and SEA Front End. Perform testing on Install & Uninstall packages of Strategic Six Pack of Tools manually, via FSinstaller tool, and via SEA Front End. Develop Perl & Shell scripts which are used for creating custom reports for customers. Develop misc. Perl & Shell scripts which are used for testing activities, monitoring of mass client upgrades, and for troubleshooting Diagserv errors/issues.

TUAM/UMI Application Support Specialist:

Provide application support for UMI (Universal Management Infrastructure) applications, Evident Network metering product, and ITUAM (IBM Tivoli Usage and Accounting Manager) product. Perform 1st level PD on UMI, Evident, and ITUAM related issues. Isolate problems to application parts or underlying infrastructure. Resolve application problems that have operational causes. Work with level 2 support to isolate product/integration code problems, and install patches/fixes. Perform application tasks to recover from lost or missing data. Maintain UMI, Evident, and ITUAM software levels. Verify report availability and sanity-check data. Manage metering data archiving per account business rules. Assist account super-users in configuring end user access to reports. Configure mappings and verify new data feeds after initial solution deployment. Write scripts to automate manual processes that are performed to support the above applications and software.

Automations Focal:

Responsible for supporting the On Demand Data Center Services (ODCS) organization. Responsibilities include identifying opportunities for automation, developing implementation plan and driving plan to completion. A focal to the technical teams which are required to implement the automation as well as a primary resource for the automation development effort.

Achievements:

- Developed various useful scripts for the UMI applications and Evident. Developed various programs/scripts for the ITUAM Metering solution for Ameriprise.
- Installed and configured IBM HTTP Server web server on our AIX server, which is used for Production Control web site. This web site is being accessed daily by our Franklin Templeton AD clients for retrieving Control-M related reports.
- Designed, coded, and implemented PERL scripts which automated the creation of Connect Direct scripts. With this script, numerous Connect Direct scripts can be created in just a matter of minutes, not to mention the accuracy of the created scripts.
- Designed, coded, and implemented PERL/REXX scripts on UNIX and NT platforms in conjunction with a web based front-end to, which automated the collection/calculation/reporting of ADSM data from three different ADSM servers.
- Developed a web site that allows IBM Global Services (SDC - West) NT and UNIX Systems Engineering groups to submit their weekly status reports via a web page and store the data on a relational database. With this web site, submitted status reports can be easily queried.
- Designed, coded, and implemented PERL/Shell/Kornshell scripts that provide needed functionality for the Control-M implementation, which is not currently provided by the Control-M product.

Back up TUAM admin by processing monthly feeds

IBM - May 2008 to March 2010

05/2008 - 03/2010

State of Texas account

Project Description:

Assigned to work as Metering Operations focal on the State of Texas account. Handle invoice discrepancies reported by the Business Office. Troubleshoot and resolve TUAM product related issues. Work with other support groups such as DBAs, Sys Admins, Network Admins, etc. to resolve issues that affect the TUAM operations. Back up TUAM admin by processing monthly feeds, and by tracking and reporting on daily feeds. Work with Mainframe Operations on missing daily and monthly feeds.

Resolve ITUAM Collector

ITUAM for Ameriprise - April 2007 to April 2008

project

Project Description:

Provide ITUAM application support. Monitor usage data transmission between over 750 Ameriprise endpoints and the ITUAM application server. Resolve ITUAM Collector related issues on the Ameriprise endpoints. Perform problem determination on usage data transmission related issues. Resolve usage data transmission related issues. Work with various Support groups to resolve issues on the endpoints.

Staff Software Engineer

AFI Metering Solution Project - Boulder, CO - November 2006 to March 2007

Ameriprise account

AFI Metering Solution Project

Project Description:

Developed scripts/programs which were used for the Metering Solution. Assignment was successful. The scripts/programs are now being utilized in the production environment.

Staff Software Engineer

UMI Cost Recovery - Boulder, CO - April 2006 to August 2006

offering pilot customers

UMI Cost Recovery offering

Project Description:

Provided UMI application support. Assisted the GTIM Support team and the Global Deployment team in implementing the UMI Cost Recovery offering into the production environment. The assignment was successful. However, after 3 months, the UMI Cost Recovery offering was decommissioned.

System Management Professional

UMI Infrastructure (Internal) - Boulder, CO - November 2005 to March 2006

UMI 2.5.2 Upgrades

Project Description:

Assisted the Global Deployment team in upgrading various UMI components (Metering gateway, FEHUB, HUB DB, BACKEND HUB, CAA, CLA, Evident, Mapping Engine, etc.) in the UMI Infrastructure production environment. Assignment was successful. We were able to complete the upgrades on all the UMI components mentioned above.

03/2005 - 05/2005

Bandwidth Offering customers

UMI/Bandwidth Billing Offering

Project Description:

Provided UMI application support. Assisted the GTIM Support team and the Global Deployment team in implementing the UMI/Bandwidth Billing offering into the production environment. The assignment was successful. The UMI/Bandwidth Billing offering is still in production.

System Management Professional

IBM - Boulder, CO - November 2004 to February 2005

Lotus Notes Web Conferencing) customers

UMI/ILWC Offering

Project Description:

Provided UMI application support. Assisted the GTIM Support team and Global Deployment team in implementing UMI/ILWC into the production environment. Assignment was successful. However, after 4 months, the ILWC offering was decommissioned.

Senior Production Control Analyst

Franklin Templeton Group - November 1999 to April 2001

Was part of the Control-M (Distributed job/event scheduler) Conversion Project team. Converted all jobs that were scheduled in UNIX crons and Windows NT Task Schedulers to Control-M scheduler. Responsible for administering the Control-M / Enterprise Controlstation (ECS) / Control-M Enterprise Manager job / event scheduling products. Participate in problem management, post mortems, and application monitoring focus team. Assist in daily production support of Franklin-Templeton applications support. Understand application processing scenarios, windows, deadlines, and escalation procedures. On call 24 x 7 to collaborate with Command Center Operations on problem resolution and corrective action. Maintain prerequisite for production requirement and production change management policies. Maintain application runbooks. Monitor and maintain file transfer process as Tier 1 & Tier 2 support. Provide consultation regarding file transfer techniques and tools. Monitor new schedule changes and analyze implication to existing application processing structure. Develop and maintain PERL/REXX scripts for the Production Control department. Develop and maintain Incident Reporting Web site for Global Operations.

Achievements:

- Designed, coded, and implemented Web site, front-end form application, and Database structure for the Information Technology "Production Systems Downtime." This application automated the storing, tracking, and reporting of production systems outage data for the whole Information Technology organization. With this new application, data is now stored on one central database (Microsoft SQL server 7.0), and data is viewed by users via Web browsers.
- Configured and implemented Web server (IIS) for inter-company and Production Control group's use.
- Designed, coded, and implemented a script that automated the old manual process Operations used to perform whenever they receive new DXR CDs from the PSI vendor. The script performs the following:
 1. It determines if there are new font files on the first CD of each set of CDs.
 2. It automatically copies new font files from the CD to the appropriate server/path directory.
 3. It automatically inserts new font filenames in the DXR configuration file.
- Designed, coded, and implemented a script that reads a Lotus Notes formatted data file (which contains Change Management Requests information) and formats it in a format that can be imported to an Excel spreadsheet. With this script, the need for manually inputting data from Lotus Notes to an Excel spreadsheet had been eliminated - the time savings is 15 hours per week.

Quality Assurance Engineer

Automatic Data Processing (ADP) - March 1999 to November 1999

Manage and migrate applications from the development environment to the QA environment using the MVS ChangeMan software. Set up test environments for testers to test in by setting up JCL's and PROC's. Troubleshoot and resolve issues encountered during the execution of test batch jobs. Assist testers with problems related to

ChangeMan packages. Utilize REXX language to develop/maintain utilities to automate manual tasks involved in QA Technical Support group. Maintain QA Technical Support Problem Tracking System written in REXX, which utilizes ISPF Dialogue (Panels).

Conduct a series of basic infrastructure based workstation tests on standard Windows NT workstation images produced by System Engineering Services and Operations Desktop Support teams. Responsible for managing the QA test lab.

Achievements:

- Designed, coded, and implemented the QA Tech. Support Problem Tracking System. This system is used to log and track problems in the QA test environments for both Batch and Online processing. This system also provides problem tracking for any other problems encountered in QA test that requires QA Technical support and assistance.

Call Center Application Tech Support Specialist

Information Management Associates, Inc - April 1998 to March 1999

Analyze and troubleshoot problems of complex nature relating to hardware, software, or any third party products. Reproduce problems for the purpose of determining cause and solution. Work with the Software Engineering group to eliminate bugs identified by the clients. Define test tables in Oracle/Informix/Sybase databases to be used for reproducing clients' problems. Populate Oracle/Informix/Sybase test tables with test data using SQL commands. Perform Oracle/Informix/Sybase queries using SQL commands during reproduction of clients' problems. Successfully completed EDGE Development, Advanced EDGE Development, and EDGE System Administration classes.

Sr Production Control Analyst

Home Savings of America - Irwindale, CA - April 1987 to April 1998

United States of America

Call Center Application Programmer

Home Savings of America - 1996 to 1998

Responsible for the programming and maintenance/administration of the Call Center application (EDGE/GEO - window based application) which runs on UNIX/AIX platforms. Perform UNIX/AIX administration (on the servers where the application runs). Develop shell scripts to automate administrative tasks (i.e. backup, file maintenance, system maintenance, etc.). Create Cron jobs in UNIX/AIX to automate the execution of shell scripts. Develop Call Center application programs to accommodate new business requirements. Modify existing programs to satisfy client's business needs. Resolve clients' issues related to the application and UNIX/AIX servers.

PC LAN Analyst

Home Savings of America - 1995 to 1996

Responsible for analyzing clients' PC Hardware/Software/LAN requirements. Responsible for recommending the most efficient, cost effective hardware and software to order, and making sure it conforms to the company's hardware/software standards.

PC/LAN Senior Production Control Analyst

Home Savings of America - 1994 to 1995

Perform software/data distribution to all retail branches using NDM/Connect Direct. Perform software/data distribution to all lending branches using Netview Distribution Manager (NVDM). Perform campus file transfers using Netview Distribution Manager (NVDM), TCP/IP-FTP, and OS/2 copy commands. Troubleshoot and resolve software/data transmission problems using Netview, TCP/IP, NDM, NVDM, OS/2 commands, UNIX/AIX commands, etc. Support daily production control functions using

Infoman and its change management function to control migration of new or enhanced software through ENDEAVOR. Schedule batch jobs through OPC/ESA. Perform software configuration management function using ENDEAVOR.

Senior Distribution Operator

Home Savings of America - 1993 to 1994

Maintain RDS database, handle report distribution changes, define and set up distribution for new production reports in the database for archival and hardcopy distribution.

Administer RDS user access, train new users, and provide support for all online viewing needs.

Senior Data Control Analyst - COM

Home Savings of America - 1990 to 1993

Generate production microfiche output utilizing MVS, TSO/ISPF, SDSF, JES2, and Datagraphics microfiche machine. Develop Datagraphics COM programs used for printing microfiche output. Assist night shift computer operators with pulling of tape cartridges from tape vault and mounting them onto tape drives as needed.

Junior Data Control Analyst - Spool Operator

Home Savings of America - 1988 to 1990

Perform spool and print functions for production and development output utilizing MVS, TSO/ISPF, SDSF, and JES2. Responsible for printing all production reports including savings, checking, loan statements, payroll checks, interest checks, W-2, 1099, and various other special forms. Operated IBM 3800 laser printers, Datagraphics 9800 laser printers, IBM 4245 impact printers, and Moore decollator/burstsers.

Tape Clerk

Data Control - 1987 to 1988

Deliver computer-generated reports to programmers and business clients. Pull tape reels from tape vault and deliver them to Computer Operations. Assist computer operators with mounting of tape reels onto tape drives.

Achievements:

- Supported the Homerun Fastfund project by establishing the Change control process.
- Designed, coded and implemented the Production Acceptance System (PASS). This system automated the recording, updating and viewing of the ISD Mainframe Programmers' test scripts.
- Designed, coded and implemented the PVCS Version Compare System. This system provided component version control reports not currently generated by the PVCS product.
- Designed, coded and implemented the Reprint Tracking System. This system enables faster and more accurate tracking of reprint information.
- Designed, coded and implemented the Check Control System. This system automated the balancing process of printed checks, saving one hour of processing per day.
- Designed, coded and implemented the Printer Meter Reading System. This system automated the recording and calculation process of the printer meter readings.

- Assisted in the SAR/Express-Delivery to Mobius/Infopac-RDS system conversion project. Implemented online viewing of reports using RDS.

EDUCATION

Bachelor of Science in Business Information Systems

University of Phoenix - Phoenix, AZ

1999

ADDITIONAL INFORMATION

Key Skills

Areas of experience include:

- Network metering (Evident) tool administration & support
- Application/Resource (TUAM) Metering tool administration & support
- Scripting/programming, Automation
- Web development
- Call Center Application development & support
- Production Control (Job scheduling, code promotion, change management, file/data/software transmission/distribution)
- Quality Assurance Engineering
- Testing (Function test, Code Deployment Dry Run test)
- Urban Code Deploy (UCD)
- Urban Code Release (UCR)
- InfoSphere administration
- InfoSphere DataStage/QualityStage
- InfoSphere Change Data Capture (CDC) administration
- GACDW Application administration
- DB2 administration
- Websphere Application Server (WAS) administration
- Control-M Scheduling & administration
- Report Distribution tool administration

- Printing (hardcopy/Microfiche) services