

David Musia

Denton, TX 76210

davidmusia15@gmail.com | <https://www.linkedin.com/in/david-musia-bb1b04151/>

OPERATOR and TECHNICIAN:

COMPUTER OPERATOR | MAINFRAME OPERATOR | BATCH OPERATOR | DATA CENTER OPERATOR

PROFESSIONAL SUMMARY

Mainframe, Batch, Data Center and Computer Operator with 20+ years' experience. Maintained 35+ mainframes consecutively. Successfully completed and transitioned with 3 corporate mergers. Consistently identified automation opportunities of mainframe processes to improve efficiencies. Participated in interviewing, hiring, training and effectively managing personnel as needed by management. Continually received accolades from customers and teammates for exceptional customer service. Mainframe industry experience includes Financial Services, Transportation, Card Services, Military, Oil, Medicare, Medicaid, Steel, Pharmaceutical, and U.S. Government. Strong decision-making skills and the ability to exercise composure and professionalism while successfully managing all situations.

TECHNICAL EXPERTISE

Automation Point

SRA
SM9
EON
TNG
CA-7
CA-11
SDSF
OPC
JOB MASTER
OPSMVS
IMS
CICS
DB2
MVS
JES2
JCS2
Virtual Tape

ATRM

HSC
SLS0
VM
VSE
ZEKE
EDSNET
TELLNET
SAM
WSF2
TSO
ISPF
IMF
SYSDVIEW
OMEGAMON
CAVIEW
NETVIEW
APLMR

BOOLE and BABBAGE

JCL
Office Vision
CONTROL M
CONTROL R
VTAM
VPS
SAR
DOS
MS Office and Email
Skype
HP MyRoom
Modify Commands
Info Man
STAR
Vantive Digital Workflow / Service Center

AREAS OF EXPERTISE

Team Leader
Management Support and Backup
Maintain 35+ Mainframe LPARS
Identify Automation Opportunities
Perform IPL's
Disaster Recover Drills
Development and Train New Employees
Analyze, Identify, Troubleshoot, Develop and Create Solutions
Exceptional Customer Service
Identify and Solve Hardware Issues
Monitor System Cycles
Employee Interview and Hiring Decisions

ISO 9000, 9001 Certification
High Degree of Value on Accuracy and Detail
Risk, Controls and Compliance
Systems Migration
Monitor, Report, Document and Escalate
Project Administration
Problem Management
Incident Management
Change Management
Quality Management System
Exceptional Planning / Time Management
Root Cause Analysis

EDUCATION

Texas State Technical College
Computer Science Technology and Programming
Waco, TX

CAREER HIGHLIGHTS

- ✓ Identified numerous tasks to be automated to decrease operator intervention and increase streamlined operations.
- ✓ Relocated entire data center and trained Military personnel on operations.
- ✓ Facilitated training and development to offshore operators on outsourced mainframes.
- ✓ Monitored and supported 35+ mainframes.
- ✓ Analyze, troubleshoot and solve various system and customer mainframe issues.
- ✓ Create and proof QMS process documents.
- ✓ Identify and troubleshoot operational issues, escalations and coordination of operational activities.
- ✓ Ensure the procedures of change management are followed for all change activity.
- ✓ Monitor analyze and support batch processing.
- ✓ Prioritize daily workloads to meet service level agreements.

WORK EXPERIENCE

Senior Mainframe Operator

DXC Technology (from EDS)

2000 – 2019

Hewlett Packard Enterprises (HPE) merged with DXC Technology 2017

Hewlett Packard (HP) merged with HPE 2015

Electronic Data Systems (EDS) merged with HP 2008