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Work Experience

Interior Business Center (DOI), Denver, CO (10/2012-Current) **IT Specialist, Systems Development Branch, Department Of Interior**

Architect - Completed Natural/NaturalONE-based change management application called NATSAR as Proof of Concept (POC), for replacement if existing QuickSAR Oracle system. POC was implemented using ADABAS and Natural on Unix and Windows, using Natural utilities and ADABAS Utilities for file design and loading.

Federal Personnel and Payroll System (FPPS), FPPS Re-platform Feasibility Study, FPPS Modernization POC, FPPS Unix Proof-of-Concept (POC) projects. The POC required re-platforming of many FPPS dialogues from z/OS ADABAS/Natural to Linux ADABAS with NaturalOne and Natural for AJAX browser deployment. The POC was completed by Q1 2013. My performance was rated as Outstanding on keeping management updated on the project status as well as any issues that needed resolution by Software AG or OCIO. Presented many demonstrations to IBC management as well as the FPPS User Group in Washington DC. Working with Branch Chief and others, developed a Lessons Learned document and presented to management so that funding could be acquired and next steps could be decided. Throughout the POC many technical issues arose and these were analyzed and persistent getting these corrected. Again, performance rated as outstanding analyzing FPPS maps and programs for conversion into Pages in NaturalOne. Working with Project Manager, developed RFI content to collect vendor input on conversion of the legacy application. The technology used in the POC was new to IBC and I worked the majority of the project quite independently.

Architect and Lead Technical, FPPS User Interface Modernization project (FPPS UI MOD). From the earlier POC effort, the FPPS UI MOD project was kicked-off. The purpose was to convert additional FPPS objects and develop an RFI and subsequent RFP to locate a vendor to perform the bulk of the conversion efforts. Many technical hurdles were overcome and the additional conversion modules were completed. The project is now on hold pending completion of other projects.

Treehouse Software, Inc., Senior Consultant. Part-time Remote Consultant, Ref., Wayne Lashley (9//2015-current)

Support and Consultation concerning ADABAS/Natural/EntireX for Software AG Linux, Unix, Windows (LUW), and OpenVMS systems. Installation, Database Maintenance, Configuration, and Performance and Tuning.

Xerox Business Services, Senior Database Administrator. Texas DIR Contract, formerly IBM Global Services – Team for Texas, CDI contractor, (2/2012-10/2012)

Installation and Support of ADABAS, Natural, EntireX, Net-work in z/OS, supporting Natural in CICS, TSO, and Batch. Supporting agencies - Office of Attorney General, Child Support (OAG-CS), Administration, and Legal. Backup support for agencies - TxDOT (Department of Transportation), and TWC (Texas Workers Compensation). Recent projects upgrading Adabas from V814 to V824, Natural V426 to V822, EntireX Broker V811 to V821, consulting on Natural remote RPC and calling Web Services.

National Business Center (NBC/DOI) - Valdez Intl Corp., contr., Denver, CO (5/2008-2/2012) Mainframe Senior Systems and Database Administrator with Department Of Interior/National Business Center

Valdez contractor working for NBC/OCIO providing 7x24 support for Software AG project suite – ADABAS, M204, Natural, Predict, SuperNatural, EntireX, Complete. Installation, configuration, and

maintenance of Software AG's product suite including Broker, Predict, Entire System Server, SuperNatural, Complete HTTP Server, Connection, along with other add-on products on z/OS TSO, Complete, CICS, Batch and Windows. Primary consultant for developers and production support. Application (Federal Personnel and Payroll System) Development Support – prototyping. Mainframe to Unix conversion project, initial configuration, Adabas/Natural/Complete maintenance and upgrades. Key accomplishments: Developed prototype for adding attachments into FPPS Adabas records using Large Object data type, spearheaded effort to use Adabas Delta Save Utility to reduce batch run time and get FPPS morning opening back on schedule. For 4 years, I was on rotation on-call for all DBA Database (Adabas and M204) issues. We had responsibility for installation and software maintenance, tuning, testing, vendor support, reference for file design, space and device allocation to databases, device replacements and new devices. Through weekly meetings with Application DBA Group we met to address any product problems, new product upgrade/release information, new processes and/or products, Database or Application Tuning, current testing, or logistics concerning FPPS Releases. Prepared and presented weekly database statistics to group. Successful implementation of EntireX Broker and Natural Remote Procedure Call (RPC) Servers for FPPS to get data securely from and to non-Natural applications. Participated in successful disaster recovery exercise, restoring Production database and processing scheduled batch cycle. Implemented Adabas Statistical Facility and reverse-engineered programming calls to customize the output to be more valuable to NBC. Acted as Software AG Consultant in conjunction with SAG Consultant, to assist developers using RPC from Websphere. Created and installed RACF certificates to support RPC using SSL. Completed major upgrade from Natural V4.1 to V4.2, including all subproducts. Integration of Complete Web Server and Natural's NATWEB offering to expose the ITD weekly reports and processes to TSMB and for internal use. Created Wiki for documentation of ITD DBA processes and procedures. Participated in Stress Test of FPPS/WTTS EntireX implementation. Took over all responsibilities from retiring DBA, in addition to existing workload. Corrected installation of Adabas Vista and completed testing. Closed-down product testing efforts on Adabas Vista. Installed NaturalOne for Beta Test. Built Timesheet application for DBA group as Proof of concept and for experience with Natural and Complete Web Server. Demonstrated the application for Management. Reorganized FPPS Databases utilizing new capacity drive hardware for Adabas container file - MOD 9 (9GB), 27 (27GB), 54 (54GB), largely from MOD 3 (3GB) devices, reducing the number of drives in use considerably.

SOFTWARE AG, (Multiple Roles), Highlands Ranch, CO · 1997-2007

Support Tool Architect / Manager Support Services (2001-2007)

Leader and support of resources, process engineering team of four, Key Performance Indicators, and strategic planning, project management, and technical solutions with Adabas, Natural, and EntireX middleware. Administered remote services to support centers in the Americas, EMEA, and Asia Pacific. Facilitated CRM system, collaboration tools implementation and optimization. Oversaw technical data, operating systems, and interfaces. Delivered bi-weekly project status meetings. Mentored and led team members. Aligned tools for customer call/request tracking, customer interfaces, Knowledge Management (KM) repositories, and the integration with international tools. Instituted Customer Web Self-Service initiatives by implementing KM tools and practices. Spearheaded development and testing process; collaborating with IS Project Manager to orchestrate new SAG product rollouts. Strategically architected and developed specialty interfaces for legacy systems on CRM applications. Managed group of four technical support engineers locally and coordinated with team in Germany.

Technical Support Manager, Customer Support, EntireX Middleware Team (2000-2001)

Manager on duty in rotation for after-hours support for all USA, mitigated and managed customer issues and support center operations. Championed the SAGA Customer Support Management team; leading nine EntireX support analysts. Coordinated software support for the North and South Americas, Japan, and Israel. Managed budgets. Identified and resolved customer escalations. Positioned and led customer transaction-based surveys and weekly root cause analysis to gauge product and service level performance. Meticulously evaluated and tested new products before customer release. Outlined Support Level Agreement (SLAs).

Manager, Customer Support, Open Systems Products (9/1999-4/2000)

Led and directed Open Systems Products (HP-UX, OpenVMS, Windows), overseeing HR process: recruitment, training, development, as well as, scheduling, and product planning for support team of eight to ten support engineers. Coordinated Open Systems Products, including ADABAS, Natural, EntireX Middleware, and all add-on products on UNIX, OpenVMS, and Windows, and OS/390 mainframes.

Advisory Technical Support Analyst – Team Lead, International Support (8/1997-9/1999)

Worked new case problems (all SAG products) from Software AG International affiliates. Coordinated Vantive/FAQTS (CRM) implementation with our affiliates (also included two site visits to provide training for Japan and Israel Software AG affiliates. US Project Leader for the global CRM system implementation; Architect for specialty interfaces for legacy systems (Oracle) CRM system; trained support technicians in the US, Israel and Japan. Team leader that involves working team conflicts, being an escalation point for all affiliates, and being my manager's stand-in. Participation in Team Leader/Management projects and tasks including Support Center restructuring, Vantive redesign (CRM), Testing, and Implementation. Primary contact for issues with Beacon Technologies (Software AG's Japan affiliate), and SPL Israel (Software AG's Israel affiliate). Adabas Database technical lead for International group including Open Systems (HP-UX, OpenVMS, Windows) after-hours pager duty for ADABAS (2 years). Provided training class for Software AG's System Engineers on Vantive/FAQTS.

Software AG performance appraisal for 1998, 1999 – Consistently Exceeds Standards.

WINSTON-SALEM UNIV., 1987-1988, Adjunct Professor, Computer Science Dept.

Taught Database Management Systems & Cobol to undergraduates

R.J. Reynolds Tobacco Co., 1987-1997, Head Database Administrator

Responsible for managing Database group (DBAs - five employees and three contractors) and supporting SAGA Software (IBM MVS, OpenVMS, OS2/Windows) that operated 90% of the business and manufacturing operation (7X24) for this \$4 billion company. Completed Year 2000 remediation project – NATURAL code specialist and coordinator for database implementations (~ 20 new databases). Leading implementation of EntireX Broker middleware (MVS and Windows NT) for messaging between a variety of clients and servers. Servers are on MVS Natural, and VMS Natural. Clients are VB and Natural. Planning ADABAS upgrade to V6 Including ADAPLEX and Delta Save. Installation and implementation for Predict Application Control. Support specialist for NATURAL on IBM, DEC, Windows, and OS/2 platforms. Support specialist for Entire Net-work on IBM, DEC, Windows, and OS/2 platforms. Performance reviews for team members. Participated in Application and Change management. Participated in Application database file reviews. Lead for Systems Performance analysis. Completed work with SAG (10/96) Beta testing on NATURAL Lightstorm V3.2. Supported application teams in file structure reviews. Participated in application design reviews and performance testing.

Software AG of North America, Reston Va. 1984-1987, Project Manager, Research and Development.

Project leader for Software AG's conversion of USAir's airline maintenance system - Cobol/IMS to ADABAS/NATURAL. The application is currently marketed by USAIR as Merlin. Modules converted included Maintenance Activity Control System and Modification Control System. Development staff of five to ten programmers. Completed in 12 months, under budget and early. Level 3 support (Assembler) at Software AG for ADABAS/VSAM Bridge - MVS and VSE. Software AG internal systems support for DOS/VSE test system including CICS and all Software AG products on VSE. Software AG Lead technical representative for SAG OEM projects including implementing Management Science America's (MSA's) ADABAS versions of the General Ledger, Accounts Payable, and Human Resources applications. Represented Software AG as performance consultant to OEM vendor clients. Provided SAG product installations (ADABAS, NATURAL, Predict, Supernatural, NATURAL/VSAM etc., on MVS, VSE, VM and VMS) for OEM vendors as needed for contractual agreements.

US Department of Energy, 1983-1984, Project Engineer, Savannah River Plant

Review computer-related expenditures by Dupont (government authorized contractor), greater than \$250K. Special task force for computer security review - Adabas/Natural (Top Secret Clearance).

Virginia Tech, 1981-1983, Research Associate

Database Administrator for ADABAS/VM and NATURAL Administrator using VM/CMS for development and porting applications to MVS/ESA system. Managed 25-30 undergraduate and graduate student employees on project work with US Department of Energy, held Top Secret Clearance.

IT Knowledge/ Experience

Operating Systems: z/OS Mainframe (TSO/ISPF/CICS/COM-LETE), Unix, Linux, OpenVMS, Windows.

Software AG ADABAS, Natural, EntireX Middleware (RPC, SOA), Broker Messaging, Entire System Server, Net-work specialist on Windows and supported on all offered platforms. DB2 experience using Natural/DB2.

Experience in NaturalOne, Natural Web, web design, scripting, HTML, XML, ASP, and VB Script.

Adabas Database Support and Administration expert and application design. Visual Basic, COM objects and Object Oriented Programming. SQL Server – Enterprise Manager, SQL Analyzer, TSQL, built tables and implemented them in applications, Oracle, Cobol, BAL.

Various Wikis and collaboration tools. Integrated EMail into Application systems, and maintained archives.

Networks, TCP/IP, Routing.

Education

Masters in Business Administration (MBA) - 1995, Wake Forest University, Babcock School of Management Winston-Salem, North Carolina

BS Industrial Engineering and Operations Research 1981, Virginia Tech, Blacksburg, Virginia