**William H. D’Amato** [**billdamaton@gmail.com**](mailto:billdamaton@gmail.com) **864-423-2205**

**Technical Skills:** COBOL, DB2, CICS, JCL, REXX, CLIST, MVS UTILITIES, VSAM, IMS, DL/I, PL1, IBM Z/OS,

TSO/ISPF, ENDEVOR, CHANGEMAN, FILEAID, FILEMANAGER, INSYNC, XPEDITER/IMS,

CEDF, CA-INTERTEST, ORACLE 8/9, UNIX SHELL, SQL, QMF, SPUFI, sFTP, SSH, SSL, NDM,

J2EE/JAVA, TERADATA, MQ SERIES, VISUAL C++ & VISUAL BASIC W/ MS ACCESS, XML,

.NET, MS OFFICE, EXCEL,VISIO, POWERPOINT; HP ALM, IBM Rational,ClearQuest testing Tools.

Scheduling Software: AUTOSYS Job Management, BMC Cntrl**-**D & Cntrl-M for z/OS, TWS, & CA-7.

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| **PROFESSIONAL SUMMARY** |

* Lead Systems Engineer with multiple years of experience leading, supporting and conducting software testing, Functional testing (unit, system, UAT) as well as stress, performance, and accessibility testing.
* Client facing and coordination across teams application development, Infrastructure, Network, and File Transmission groups on changing IP addresses, passwords, UserIDs, and the rewrite of several hundred Jobs to all the FTP steps to NDM code. TIBCO, SFG, DMZ Server experience, sFTP, & ConnectDirect.
* Experience includes Test Automation tools with HP ALM, HP Quality Center, Mercury Test Director, IBM Rational Suite and ClearQuest, Nautilis, Crystal Reporting, Infoprint, and Mercury Quick Test Pro. Non-functional testing includes using Strobe, Insync, FileAid, Excel, SPUFI, SQL, QMF, Oracle 8/9,

UNIX, Visual Basic, C++, Oracle development scripts for metric reporting.

* Experience in working with the BA community as a Systems Analyst in writing user stories for Agile testing that I provided for the BAs to add to a documentation product called Confluence.
* Autosys for defining, scheduling and monitoring jobs; used Unix scripts in a Supply Chain Retail and Logistics WMS application which was invoked from a shell to interface with our Mainframe System.
* Process and Test experience includes over two years of ITIL and Agile, Waterfall, and extensive CMMI.
* Technical oversight of the system infrastructure (data storage (tables, files, views) for data integrity in the Production environments across multiple platforms (GUI screens, DB2 tables, Teradata (IW), & Windows).
* Work Plan development for our execution team per Business SME requests.  Developed new automated processes by accessing SQL code, pulling medical & pharmacy data from our Teradata database, and producing reports of the results and defect research for resolution reporting.  These Reports were added and maintained in SharePoint.  Data testing through data creation and data validation processes in the rejected claims recycle process.  Tools that I used included Microsoft Excel – spreadsheet integration, SQL Server Reporting Services (SSRS) and SQL Server Analysis Services (SSAS) which feed into Metric reporting for Management reviews.
* Extensive experience gathering requirements/design specifications and to create test cases. In depth experience in SSL/TLS application to Web security protocol testing; also XML/EDI messages, UCCnet.
* Experience in Fiserv Applications using MFT and Encryption File Transfers to new IBM Sterling file Gateway secure FTP servers using SFTP (SSH File Transfer Protocol), SCP, and FTPS (FTP over SSL).
* Exposure to MQ processing, infrastructure processing, transport, translation, and communication as well.
* Strong experience with home grown custom built applications and testing tools.
* Experience in building teams, defining requirements, coding, constructing, and implementing business systems.
* Strong ability in identifying business needs, connecting with customers under aggressive timelines.
* Instincts to quickly affect change and improvement. Team player attitude and mentoring spirit.
* Proven record in development for optimal performance, delivery and growth as a Mainframe Tech BA SME in these following industries: Healthcare, Banking. Lending, Credit & Risk, Insurance, Manufacturing, Telecom, and Supply Chain Retail & Procurement Grocery (Purchasing, Billing, Logistics, Transportation, & Data Warehouse).
* An IT Systems Specialist assisting in Production Control, Production Support, Application Development and Maintenance, Business System Analysis, Program Management, Work Plan Development, & IT Strategy.

**EDUCATION**

State University of New York, College at Old Westbury, Old Westbury, NY

**Bachelor of Science in Management Information Sciences and Finance**

State University of New York, College at Old Westbury, Old Westbury, NY

**Bachelor of Computer Science**

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| **RELEVANT EXPERIENCE** |

**San Mateo County / AgreeYa LLC, EasyTrieve SME / Programmer**

**August 2017 - Present**

* Senior level role assessing the current EZT setup and configurations. Providing technical experience for the client’s support for optimizing configurations for a new server change.
* Client is performing an EZTRCAPP1 server migration and needs support in whether to upgrade EZT version.
* Provide session schedule information on the execution of EZT programs in the execution window (run days, start and end times, holiday status, etc.)
* Document session schedule of the file structure and if there are any other dependencies.
* Document file structure of the new server for all non-OS related directories; current structure was not able to change due to the numerous uses by Uproc for executions (EZTRCAPP1).
* Utilizes ORSYP, a job scheduling software and services tool, Dollar Universe, for automating and demanding IT functions. This automation tool supports their Windows and OS/390 network and system management.

**Fiserv Lending Services / Optomi LLC, Systems Engineer/File Transmission Banking SME**

**November 2015 - April 2017**

* Senior level role providing technical experience for the client’s support of a large Data Center conversion from Philadelphia PA to Johns Creek, GA. Utilizing the tools of Endevor, JCL, Syncsort and Easytrieve code to process large files into smaller separate files for successful file transmissions to our clients/vendors.

The Data Center move had a file transmission product DMZ/MoveIT changing over to IBM Sterling product.

* Clearly separated myself in respect to my work ethic and professionalism, that I was transferred to the File Transmission team at the end of the year to assist and lead a team that needed to get up to speed. Moved 11 EDI clients and 60 Lending Services Clients and vendors off our old server and on to a new one.
* Performed Client facing and coordination across teams, application development, Infrastructure, Network, and File Transmission groups on changing IP addresses, passwords, UserIDs, and the rewrite of several hundred Jobs for all FTP steps to NDM code. TIBCO, SFG, DMZ Server experience, sFTP, ConnectDirect.
* Fiserv Applications had MFT and Encrypt file transfer standards that needed to be changed over to the new IBM Sterling secure FTP server using SFTP (SSH File Transfer Protocol), SCP, and FTPS (FTP over SSL).
* Technical oversight of the system infrastructure (data storage (tables, files, views) for data integrity in the Production environments across multiple platforms (GUI screens, DB2 tables, Teradata (IW), & Windows).
* Work Plan development for our execution team per Business SME requests.  Developed new automated processes by accessing SQL code for research for resolution reporting.  These Reports were added and maintained for our user community. Report products used were Microsoft Excel – spreadsheet integration, SQL Server Reporting Services (SSRS) and SQL Server Analysis Services (SSAS).
* Programmed along with 3 other associates to write REXX procedures to copy out of an Excel SS and translate it out into members in specific PDSs. This generated JCL was now created for over 1500 jobs covering over 160 clients for Fiserv Lending Services. Project was completed successfully in July and I was one out of the four contractors to stay on to work ticket resolution / production support for Year End work.
* Worked as a key member in finding several data quality solutions in version control of many programs on the mainframe to the multiple regions and test systems on the new LPAR. Support using HP ALM to replicate software builds and code deployment to the new LPAR; packaged and delivered application code to the various production environments.
* Knowledge transfer to 3 new associates in converting all the FTP jobs that run in our CA7 scheduler.

Have been extended several times on this Project but recently been rolled off due to budget reductions.

**Sabbatical for one year after 2014 and most of 2015:** After being away for 2 years in New Jersey (traveling to and from), the contract ended earlier than expected so I came home to spend quality time with family and friends.

I’m looking forward to my next assignment, open to either another contract or permanent job that I can enjoy for the next 20+ years.

**Express Scripts / IBM Technical Business Lead/ Healthcare Claims, Eligibility, Benefits, & Indemnity SME**

**December 2012 - November 2014**

* Production Support/Triage of Issues on a Data History Load project of adjudication claims from an Anchor system to F14 located in Franklin Lakes, NJ. SME level role in claims, eligibility, benefits, and indemnity accumulator areas, providing direction and technical oversight of the infrastructure for test, and production environments across multiple operating system platforms: z/OS 1.13, IBM DB2 10.1, AIX, & Windows.
* This role was in the joint effort of merging two of the largest Pharmacy Benefits Manager systems: Express-Scripts (in St. Louis & Minnesota) and Medco (formally Merck-Medco in New Jersey).
* Work Plan Development for our execution team per Business SME requests. Providing day-to-day technical leadership to 8 highly motivated developers in execution, direction, and tracking/reporting progress and issues. Reviewed and designed documents on Test and Execution Metrics (Sharepoint, Checklists, & Excel).
* Working with the Line of Business to review and understand the requirements and changes requested.
* Testing the data repository for the applications where the data was successfully loaded from ETL process. Used existing automated SMP/E (JCL code) in testing the software installation into the existing F14 system.
* Autosys for running the jobs interfacing with multiplatform systems; Oracle 8/9 and Mainframe DB2 tables.
* Understanding / review scripts of Visual C++ and Oracle development scripts used in the applications that are sent to the Web, standard File Transfer (FTP), secure FTP, FTPS ConnectDirect, VPN connection, & IM. Technical oversight of the system infrastructure (data storage (tables, files, views) for data integrity in the Production environments across multiple platforms (GUI screens, DB2 tables, Teradata (IW), & Windows).
* Work Plan development for our execution team per Business SME requests.  Developed new automated processes by accessing SQL code, pulling medical & pharmacy data from our Teradata database, and producing reports of the results and defect research for resolution reporting.  These Reports were added and maintained in SharePoint.  Data testing through data creation and data validation processes in the rejected claims recycle process.  Tools that I used included Microsoft Excel – spreadsheet integration, SQL Server Reporting Services (SSRS) and SQL Server Analysis Services (SSAS) which feed into Metric reporting for Management reviews.
* Created Playbooks on system processes for prod support team and Clients future documentation use.
* Experience in writing user stores in our Agile testing for the BA community as a Systems Analyst, this was then added to the software product Confluence for our next round of work (Tiers 3-14).
* Project experience in using GUI screens, Oracle scripts, & SQL queries in create technical specs for our Execution Programming team.
* Developed new automated processes in SQL code to pull medical & pharmacy data from our Teradata database to perform research & developing reports. These Reports were added and maintained in SharePoint and Test tracking was done using IBM Rational Suite.

**Florida Blue / BCBS of Florida / Modis, Inc. Technical Business Lead / Healthcare SME**

**March 2012- June 2012**

* Technical expertise in the areas of Mainframe multiple LPARs, environments across multiple operating system platforms, database structures, source management in an IBM z/OS 1.13, IBM DB2 10.1, CICS, & Windows.
* Database testing using CA-Datacom/DB 14.0. Create Work Plan to test the applications where the data from Highmark will be successfully loaded. Scheduled Jobs (JCL code) to use the SMP/E tool in testing the software installation into the existing systems in Florida Blue (BCBSFL).
* Received data encryption instructions on table to table basis (DB2), files on DASD, to be included in the Work plan to satisfy user requirements that are driven by federal regulators to protect sensitive information (SS#).
* In depth experience in open architecture platforms, Windows, AIX, Solaris, Oracle 8/9, Linux, & z/OS UNIX.
* Work in identifying non-relational database structures of VSAM & IMS DL/1. CICS & JCL using DBUTLTY.
* Created test scenarios in Work plan that would recall historical data (quarterly and annual processes) of the encrypting tape data that came from and loaded in our site (FLBlue) from Highmark.
* Knowledge and ability to perform BRM processes. Experience in the developing and defining of IT Solutions and the tools to ensure successful rollout and customer satisfaction.
* Project experience in using GUI & SQL to validate loaded data (DB2 tables).
* Technical experience in Encrypt FTP, SSH FTP, FTPS (over SSL), for audit trail files & reports for client.
* Exposure to the technology of TSYS processing, infrastructure processing, and MQ processing.
* Strong experience with home grown custom built applications, testing tools, and storing documentation, work flow diagrams (Visio), reports (Excel), test plans / test cases, in SharePoint.
* Instincts to quickly affect change and improvement. Strong leadership team player attitude and mentoring spirit.
* CMS sent us MAC workloads (pairing 5 states ) to be converted to Florida Blue System; Tech Lead for the Mainframe piece gathering technical requirements of multiple applications; Teradata and Data Warehouse, UNIX, and Oracle. Assisted in problem solving and decision making across these applications.
* Developed MQ series process w/ Web server group; validating store data and messages to the new MQ server.

**Accenture Caterpillar/JP Morgan Chase/TD Bank Technical Solutions Lead / Business Analyst Consultant**

**March 2010-November 2011**

* Program Test Lead, a Manager level role providing direction and technical business oversight to the team using BRM tools and processes. Responsible in the Pilot rollout by creating a PowerPoint introduction using BRM processes in creating new and modifying existing programs. This successful Pilot project included the planning modification, implementation, and reporting of assigned tasks that our offshore team. Teamed up with the offshore manager in the resolution of the defects and issues that would arise in the schedule. Completed my rollout with total customer satisfaction.
* Test lead in the analysis, clean and shine of Cobol IMS programs on a z/OS 1.12 system. Tasks involved were to redesign, build, & test the infrastructure in the QA, and Production environments across multiple platforms.
* Technical expertise in the areas of the source code, programs, Copy libs, DCLGENS, PSB, and PCBs for the testing integration, and data creation, serving as a key client interface with technology management to assist in the requirements to identify ways of creating adequate volume of valid data, data validation and the tools for processes to assist in the form of Visual C++ and Visual Basic programs, and Test Metrics.
* Multi-tasked on the PMO area within our group to work directly with leadership and develop SharePoint Lists, Maintain and upgrade a VB program within MS Excel to load data (.net files) into MS Access, and then loaded on SharePoint to create 'Lists' for our Leadership and Functional Leads to access and create 'Views' for their presentations.
* Lead UAT testing activity to validate defects that were raised against the original requirements. Working with the application / Line of Business to review and understand the requirements and changes requested.
* Act as a liaison between the Business user group and the technical systems groups. Worked with technical staff and the Line of Business (LOB) partners on gathering and executing business requirements.
* Experience working ticket resolution using JIRA with the LOB partners. Created User stories with the developers that we then entered into a documentation tool called Confluence.
* Program Lead, Tester, & Quality Assurance person for the ATM Debit Card processing Retail Business team.
* Provided direction by working with the Business partners / LOB for the retail suite of applications. Programming IMS DB programs with another onshore associate.
* Develop and execute activities related to end-to-end testing and project management, including plans and estimates, scoping and requirements through implementation and deployment; Proactively monitor, manage and report on execution of deliverables.
* Lead on the State Assessment, identified the high level customer Current State, defining the business requirements, solutions and opportunities for the future Target State. Identified the current state assessment with access to the Programming team for current workflow and proposed ‘wish list’ for the future state technology of TSYS, Teradata, DB2 (9.7) and its future solutions.
* Knowledge on Value Chain, Business Capability Model, Application Component Model, ACM Service Mapping, for Credit Card Strategy Roadmap.
* Working with the TD Bank Line of Business to review and understand the requirements and changes requested as part of their 5 year strategy plan.
* Attended meetings, created PowerPoint documents for our ongoing ghost deck deliverables. Act as a liaison between the Business groups and the Technical Systems groups. Working with the Programming team to create a process map as a foundational business framework for the assessment.
* Provided Credit card and Banking expertise and understanding in support when needed during our assessment of Current and future Target State approach. These sessions were with both TD Bank and Accenture resources that had identified the Application components / products, Business capabilities and services for the Credit Card Technology Assessment.

**EDS Business Analyst / Lead Developer**

**March 2008 – March 2009**

Data gathering creating application and component interface documents, creation of Technical Specs for Tops Food separation from the Ahold Integrated IBM z/OS System. IMS conversion to DB2 v9.5; a lift and shift. Technical Lead for the Supply Chain Tower gathering technical requirements in the Supply Chain Retail and Procurement Grocery industry (Purchasing, Billing, Inventory, Logistics, Transportation, and Data Warehouse); Production Support to the Mainframe across these applications. Business Analyst for Tops BSAs gathering Functional aspects; developed task plans and working with our PMOs to get the resources needed to accomplish these requests. Application leadership, both in delegation and support for onshore; technical support in security, testing, and installation issues.

Programmer Analyst for the offshore Testers; assisted with offshore group in troubleshooting SIT cycles and in final UAT testing with the application Subject Matter Experts and Business end users. Web reporting experience during UAT phase; working knowledge and understanding of web application testing using Autosys JIL in validating the systems data integrity on a UNIX Platform and the Mainframe System; used Unix scripts in running Java code and ran jobs consisting of DB2 SQL queries. Developed MQ series process w/ Web server group; validating store data and messages to the new MQ server. Proven ability to provide and maintain test case documentation using Mercury Test Director/Quality Center and MS Project for final Acceptance Testing with Management Team.

**EDS / Medicare Business & Systems Analyst / Program Developer**

**December 2004 – March 2008**

Coded, test, & maintained the Post Pay Systems for Medicare Plan B using COBOL II in a z/OS environment.

Experience working with Clinical Analysts to determine reporting criteria of their business needs. Role was shadowing the Lead Analyst on Team to free her up on Technical Issues; was then able to take an active role working with the Business Analyst and Subject Matter Expert on team to provide Functional specifications in the existing and creating new PSBs, IMS and COBOL programs. Proven ability to provide and maintain Post Pay System changes to JCL, Sys INS / NDM’s & CA-7 scheduling modules of several carriers in multiple datacenters for Medicare Healthcare insurance claims. Creation of Technical Designs using Microsoft Access and Excel for Long-Term Supplemental care guidelines and Medicare policies and procedures which involved maintaining several existing report modules.

**Ahold Information Services Senior Lead Developer Greenville, SC Mar. 2000 – Nov. 2004**

Coded, tested, debugged, and maintained the Procurement and Invoice Reconciliation applications using COBOL II and CICS in an IBM z/OS environment. Responsibilities include Production Support, Overnight Batch Processing, daily online support, Test Trail Support, Customer Problem and Service Requests within the Purchasing, Billing and Prompt applications in the Supply Chain / Trilogy Biceps System. Production Support experience in a large environment consisted of utilizing COBOL, IMS, DL/I, VSAM, CICS, DB2, EDI, UNIX , & WEB reporting; working experience in troubleshooting production problems with EDI and UNIX scripts for order processing.

**Blue Cross Blue Shield Business Healthcare Consultant Columbia, SC Jan. 1997 – July 1998**

Coded, tested, debugged, and maintained the Companion Health Care System using COBOL II and CICS in an IBM z/OS (version 1.0 or higher) environment. Responsibilities include meetings within the Companion Health Care (CHC) Claim Processing System. Provided quality experience working in the State Government and Private Business System (PBS) using Easytrieve to perform research for our BSAs on the results found. Completed several major assignments in Assembler and Cobol code and testing system changes. Provided pre-HIPAA format changes in compliance with business rules and the ability to manage the data & order within Medicaid Management Information System – MMIS.

**Eckerd Corporation Business Healthcare Consultant Largo, FL May 1994 – Jan. 1997**

**Technical Skills:** COBOL, CICS, IMS, DL/I, VSAM, CHANGEMAN, JCL, SQL w/SAS, MQ process & reporting

Provided Production Support for the both State and Government Claims and Pharmacy System using COBOL II (version 1.0 or higher) and CICS (version 2 or higher) in an IBM /OS (version 1.0 or higher) environment. Experience in both Government and Public sector procurement within Eckerd Pharmacy POS system. Project experience in using SQL to create technical specs in SAS for our Programming team on the Healthcare and Pharmacy Fraud and Abuse detention application. Developed MQ series process with our Web server group by creating a bridge to put messages to a new MQ server which then ran these transactions and return the results from the queue.