

# Scott Henkel

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## SUMMARY

Experienced Unix Infrastructure Senior Tech Analyst specializing in IBM z/OS mainframe MQSeries software. Proficient in managing system changes, deploying MFT solutions, and optimizing performance. Strong collaborator with a proven ability to enhance reliability, reduce downtimes, and ensure SLA compliance. Certified in MQ V9 Managed File Transfer with a solid background in Information Systems.

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## EXPERIENCE

### Infrastructure Senior Tech Analyst (MQ Series)

#### Citigroup

September 2020 - Present (4 years), Irving, TX

- Configured, administered, and maintained IBM z/OS mainframe MQSeries software and related third-party system software across 100+ systems, ensuring 99.9% uptime and optimal performance.
- Managed and implemented over 200 system changes and updates to MQ infrastructure, adhering to TI control processes and collaborating with other TI groups, resulting in a 25% reduction in incident resolution time.
- Set up, and deployed Managed File Transfer (MFT) solutions, reducing file transfer errors by 40% and enhancing data security across the organization.
- Monitored MQSeries performance, executing remedial actions that improved system efficiency by 15%, and conducted evaluations of new messaging software, leading to a 20% increase in messaging reliability.
- Provided technical support, including on-call and on-site services, achieving 100% SLA compliance and contributing to seamless operations with accurate workload plans delivered 95% on time.

### Mainframe Programmer - Contract

#### USAA

February 2020 - May 2020 (4 months), San Antonio, TX

- Generated daily reports on Agile stories, enhancing transparency and improving sprint planning accuracy by 15%.
- Updated COBOL code to align with new USAA standards, reducing compliance issues by 20%.
- Identified and removed 50+ conflicting customer mailing addresses, ensuring data integrity and reducing processing errors by 30%.
- Eliminated retired error codes using Software Change Manager (SCM), streamlining codebase and reducing potential system conflicts by 25%.
- Created detailed SPUIFI reports presented to departments, team leads, and management, facilitating decision-making for projects handled by Ernst & Young (EY).

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## EDUCATION

### Master of Science - MS, Information Systems

University of North Texas • Denton, TX • 2026

### Bachelor of Science - Business Computer Information Systems

University of North Texas • Denton, TX • 2019 • 3.48

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## CERTIFICATIONS

### IBM MQ V9 Managed File Transfer Concepts, Use, and Administration

IBM • 2024

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## SKILLS

Technical Skills: Z/OS, Managed File Transfer, JCL, MQ Soft Skills: Communication, Listening, Teamwork, Enthusiasm, Relentless, Self Motivation Hard Skills: Project Management, Scope, Documenting, Planning, Responsible