Customer Service Representative/Garden Cashier Customer Service Representative/Garden Cashier Customer Service Representative/Garden Cashier - The Home Depot Bellingham, MA An IT Professional, Mainframe Support Specialist. Extensive experience in a fast paced, SLA driven, Global environment. An enthusiastic and diligent person who is a collaborative team player.   High rate of positive feedback from managers and customers for supporting major and minor Production Implementations and resolving incidents.   Self-directed, can work independently as well as in team settings.   Committed and invested in performance and outcome of tasks. Authorized to work in the US for any employer Work Experience Customer Service Representative/Garden Cashier The Home Depot 2019 to Present Fast paced, multitasking for issues at Self-checkout. Cashier of the month in August. Database Administrator II The TJX Companies 1997 to 2018   The TJX Companies   Responsible for overnight Production Support.   Streamlined Production processing by eliminating recurring incidents using Root Cause Analysis.   Troubleshooting and resolving issues at the Distribution Centers and Corporate offices, as well as supporting Test Application associates globally.   Followed incident tickets from beginning to resolution, documenting details. Created several 'How To' documents and a Production Support Manual. Production Control Supervisor 1991 to 1997   Led a five-person team of Production Support members.   Monitored Batch processing, ensuring Service Level Agreements were met and applications were available.   Addressed job scheduling issues and Production application incidents.   Created reviews and objectives for the team members.   TECHNICAL   Object creation/alteration for DB2 Troubleshooting negative SQL codes   Creating/migrating DDL   Running utilities for data maintenance   Doing BIND/REBIND for new/existing applications   Operations for IMS Databases, PSB, ACB, DBD, Pointer Checker, Image Copies, MODBLKS Sysgen, Reorganization, Recovery. SOFTWARE AND UTILITIES   BMC Software Administrative Products for DB2   Queue Control facility   MainView   Database Backup and Disaster Recovery for IMS   TSO, JCL, SAR, ISPF, AR/CTL, DBRC, APPTUNE, MVS/Quick/REF   Microsoft Office/Excel   ServiceNow   Working knowledge of ESP scheduler, SharePoint Education High school or equivalent Skills Customer Service

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