

Security Officer Security Officer Sr. Systems Services & Production Support Analyst / Batch Operations / Desktop Support Fort Worth, TX A Sr. Systems Services & Support Analyst, with several years experience in life insurance, financial/investment services, retail, and railroad IT outsourcing industries, with the last 16.5 years being at Fidelity. At Fidelity, I had been working in production support, using BMC Control-m -Workload Automation. Production consisted of both mainframe and distributed jobs, in a tight SLA driven environment. Looking for a new opportunity in production/app support, batch scheduling, mainframe ops, helpdesk, or even something new. Work Experience Security Officer SECURE SYSTEMS/MorningStar Partners - Fort Worth, TX March 2018 to July 2019 Operate and monitor Avigilon camera system Updating/reformatting documentation, using Excel, Word, and Sharepoint Use OnGuard 7.4 security system, for alarm and cardholder management Responsible for any IT security hardware/software related issues Sr. Systems Services & Support Analyst (Production Support) FIDELITY INVESTMENTS - Westlake, TX December 2000 to June 2017 Responsible for analysis, escalation, and resolution of batch failures, both distributed & mainframe Monitor and proactively analyze critical milestones in batch flow, to ensure that all SLAs are met Document processes and procedures, to prevent process gaps, and improve work flow Responsible for training/mentoring/managing new talent, on all day to day, and critical processes Assign tasks to team members for support of new releases, installs, DR's, and any other batch activities In charge of Batch Tech Window activities, and any other critical processes for Friday & Saturday nights. Create viewpoints in workload automation, for better monitoring of all critical work flows Collaborate with business partners, to better improve their critical processes, and batch escalation Do ad-hoc batch scheduling and service request, via Service Manager, and Service Now Support Disaster Recovery/installs/new releases/backouts, by way of Service Now and Endeavor. Incident/Change/Service Request/ problem management - via Service Manager & Service Now Initiate Incident Management process on all critical path job failures and delays Senior Technical Analyst BURLINGTON NORTHERN SANTA FE - Fort Worth, TX April 1998 to December 2000 Responsible for shutdown and start up of all test and production systems, and manage any problems or exceptions associated with shutdown or start up. Monitor

batch-job processing and submit jobs through CA7. Responsible for monitoring all production jobs to a good EOJ, and contacting support for any abends. Escalate and communicate high-severity problems to second level support by using problem-management tools such as Expert Advisor and Alpha Page, or Tivoli. Operate and monitor a multi-system IBM parallel sysplex configuration. Contractor for Levi as a Master Terminal Operator Arcus Staffing - Westlake, TX June 1999 to July 1999 Operate & monitor mainframe sysplex & batch processing, using Omegamon, CA7, and master console. Contractor for MERVYN S as an Operations Analyst ARCUS STAFFING - Plano, TX February 1999 to June 1999 Operate & monitor mainframe sysplex & batch processing, using Omegamon, CA7, and master console. Contractor for BNSF COMSYS - Dallas, TX August 1997 to March 1998 Contract job title and responsibilities same as above for BNSF. IT Manager, Guam Support Center ARMY AIR FORCE EXCHANGE SERVICE - Dallas, TX June 1992 to August 1997 Maintain all computer equipment for AAFES, and maintain hardware inventory through OLEMS. Responsible for keeping seventeen facilities online and running. PC-support and small LAN Systems support. Local Security Officer (TSO logon access). EMC2 Administrator (Email access). RPOS III Support. Mainframe Computer Operator - Responsible for Master Console Operations. Senior Mainframe computer Operator THE EQUITABLE - Fort Worth, TX June 1987 to June 1992 Responsible for operating and monitoring a four domain processor on an Amdahl 5995.

Assist in researching problems to reinstate system back to normal processing. Update all procedures vital to the operations area. Initiate proper training for all junior operators. Assisted in migration back to New Jersey. Computer Operator - Responsible for working with senior operator in monitoring all systems. Computer Operator Associate - Respond to computer request for tape mounts. Distribution Center Tech - Responsible for printing/inserting/distribution of payroll/pension checks, and reports. Security Police UNITED STATES AIR FORCE - Fort Worth, TX May 1983 to May 1987 Security Police - Provided adequate security for Nuclear Weapons Systems, facilities and related aircraft. Education Associates in PC Support Tarrant County College - Fort Worth, TX 1999 to May 2001 Associates in Business TARRANT COUNTY COLLEGE - Fort Worth, TX May 1998 to May 2000 SECURITY POLICE ACADEMY - San Antonio, TX August 1983 Skills Excel, Microsoft

Office, Word Military Service Branch: Air Force Service Country: United States Rank: Sr. Airman
May 1983 to May 1987 Security Police Certifications/Licenses Non commissioned Security Officer
June 2018 to June 2020

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