Jeanette M. Rouse **3950 SW 102nd Apt 3**

**Beaverton, OR 97005**

**Cell (208) 841-8627**

**Jrouse56@yahoo.com**

**Career Summary:**

Support small to large user groups locally and remotely. Worked with implementation teams and conversion groups. Supported users on legacy applications and new software applications. Worked in both a team environment and independently. Have a proven track record of completing assigned duties in a proactive and efficient manner. With the knowledge from continual self-studies and course work in program development and systems, have also demonstrated the capability to detect, identify, locate, correct, and test software programming errors and problems to ensure timely resolution. 16 years AS400/ISeries experience

**TECHNICAL SKILLS SUMMARY:**

***Operating Systems***: OS/400, Novell Netware, Windows XP/NT/2000/9x/7 professional and server, Microsoft Office Suite 2003 & 2007

***Languages:*** RPGIV/400/III, COBOL, CL, AS400 Query, Asset, OS400

***Methodologies***: ITIL

***Clearance***: DOD Secret currently lapsed

**WORK EXPERIENCE:**

**Ensynch**

**At Intel**

**Beaverton, OR**

5/11 to present

***Aprimo Enterprise 8.5 LMS Admin/Level 2 Support***

* Supported Business Analysts, and Product owners which, resulted in a marked decrease in SLA times. This decrease translated into increased prospect opportunities processing due to faster resolution of issues.
* Create Level 1 and Level 2 support Scripts, documented Level 2 responsibilities using Support Soft and ServiceNow.
* Provided management and training for Level 1 support, monitored ticket routing using BMC Remedy. ITIL Standards used.
* Monitored and reported on stabilization issues related to system upgrades and enhancements.
* Develop process documentation for Incident Management roles and responsibilities for a secondary project.

**ATSI Group**

**At Columbia Sportswear**

**Portland, OR**

7/2010 to 11/10

***Desktop support Technician***

* Provide support for Windows XP, 7 and MAC desktops, notebooks, smartphones, Lexmark and HP printers. Utilizing ITIL standards. Document resolution steps taken; escalate calls as necessary. Using BMC Remedy.
* Provided Retail outlet support, registers and peripheral devices. JDA system
* Active directory and exchange server profile modifications
* Provided ISeries/AS400 support, robot, JDA and JDE applications as needed.

## HP Enterprise Services,

## Boise, ID

10/05 to 7/10

9/07 to 2/07

# Senior Technical support agent NMCI (Navy and Marine corp. Intranet) DOD Clearance

# Provide user support for Windows 2000, XP workstations in a high-volume call center supporting over 750,000 users.

# Support and troubleshoot RAS dial up, cable and DSL remote access; Netmeeting, RDP remote access; Active Directory profile updates and issues; password reset and account activation.

# Support MS Office 2000 and 2003 suites, website connectivity, Radia updates and various other applications.

# PC, laptop, printer, and scanner support, dispatching repair technicians as needed. Document resolution steps taken; escalate calls as necessary. RDM (Remote Desktop Management) support when needed.

* Utilizing ITIL standards, SLA adherence and first call resolution standards.

## D & B Supply Inc, Caldwell, ID

2/07 to 9/07

***IT Technical Support***

* Support model 520 ISeries, JDA MMS Software, Install OS400 PTF’s as needed.
* RPGIV, CL programming as needed. JDA and OS400 security setup and reconfiguration.
* Implemented JDA application upgrade.
* PC HW/SW support, repair and configuration of desktops and servers.
* In store retail hardware and POS software support and repair.
* Develop department procedural and user documentation.
* Linux VM server support

**Volt Technical, Boise, ID**

9/04 to 6/05

***Level 2 technical support for Albertsons, corp.***

* Support and troubleshoot NT, Windows 2000 servers and print servers, Solaris and Mpras Unix servers, registers, printers, PC’s, dept scales, Pharmacy dept applications and hardware. Oracle and SQL database issues.
* Document resolution steps taken; escalate calls as necessary. Openview software used
* High volume call center supporting over 3000 locations

## Robert Half

Las Vegas, Nevada

2/04 to 06/04

### **ISeries/AS400 System Administrator contractor for Bally Gaming and Systems**

* Set up system security levels for new browser application.
* Created position responsibility documentation
* Desktop and Application Support for over 500 users. Submitted morning and evening production streams
* CL and RPGIV programming as needed
* Saved department over $4000 in equipment costs and loss of production, decreasing down time significantly.

**Wachovia Securities**

Richmond, Virginia

12/02 to 6/03

## *Independent consultant, desktop support*

* LAN remediation, nationwide upgrade to integrate corporate merger.
* Configure & install new desktop computers
* Catalogued user PC network equipment.
* Update NIC hardware and software for ISDN to T1 conversion. Support changes after implemented.
* Reconfigured TCP/IP on Windows NT/2000/98, with new parameters (associated with upgrade).

**Sapphire Technologies**

Richmond, Virginia

6/02 to 9/02:

### **Iseries/AS400 Programmer**

* Analyzed legacy RPG applications for conversion to RPGIV for a business-reengineering project.
* Converted legacy applications from RPGII/III to RPGIV. Wrote programs for database conversion.
* Performed thorough integrity testing prior to problem-free production roll over.

## Alcoa

## Richmond, Virginia

3/00 to 10/01

# Senior Technical Analyst

* Modified existing COBOL and RPGIII/400 applications to accommodate user requirements. Modified Interactive, EDI, & reporting applications. Designed and developed new applications in RPGIV and CLP on ISeries/AS400 systems.
* Ad hoc reporting for multiple Department managers using AS400 Query.
* Supported corporate order processing system users and applications. Reduced data base I/Os by developing tools and incorporating them into the existing application. This gave an accurate tracking of file changes and diminished database errors.

## Independent Information Technologies Consultant,

## Richmond, Virginia (Various Clients)

6/98 to 3/01

#### Mid-Atlantic Power Cooperative

* Y2K remediation of applications using RPGIII/400 Programming.

**Phillip Morris:**

* Apply service packs, SSD’s and flash bios for NT network Y2K compliance.
* Windows NT 4.0, Novell 3.11 & 3.12 network administration functions.
* Received “Exceeded Expectations” rating.

**This End Up Furniture Company:**

* Daily job processing. Performance tuned ISeries/AS400 and managed system resources.
* Y2K testing. CL and RPGIII/400 Modifications as needed. Troubleshoot development teams test jobs.
* Repair desktop PC. Configure remote and in house peripheral devices.

**Sato Travel**:

* + Modified and tested RPG and CL applications for Air and rail ticketing software, Y2K
  + Developed final test plans for due diligence documentation.
  + Researched and located over 600 applications that were obsolete, reduced remediation time by approx 2 month with a substantial cost savings to the company.

## AMF

* JD Edwards/AS400 Systems Administration. Configure NT devices
* Documentation of operational functions.
* User support for JD Edwards Application

**Wheatfirst Union:**

* Developed disaster recovery plan for OS2 stock brokerage servers
* Created DB2 query for system activity reporting
* Documented position and trained several individuals on system maintenance

**AWARDS:**

Operations Award - Computer Career Institute 1987

EDUCATION:

**J. Sargeant Reynolds Community College** - Richmond, Va. 1998 - 2000

Information Technology

RPGIV/ILE   
**Portland Community College** - Portland, Oregon 1989 to 1995

Computer Information Systems

RPGIII/400, CL programming

**Computer Career Institute** - Portland, Oregon 1987

Received Certificate: Business Data Processing