

## IT Consultant

*Accomplished and technically refined consultant with broad experience in providing business expertise that identified cost saving opportunities, capacity and performance improvements within financial and banking institutions.*

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Proven track of success in technical and business constancy, capacity management, performance management system enhancements, and cost reduction. Efficient communicator, able to transform strategic ideas and vision into reality through close communication with management teams and stakeholders. Collaborative communicator, focused on building everlasting relationship and synergy across business lines and clients to drive positive change.

### Highlights of Expertise

- System Launch & Implementation
- Performance Administration
- Strategic Planning & Execution
- Capacity Management
- Software Testing & Analysis
- Communication skills
- Quality Assurance & Control
- System Optimisation
- Drafting & Reporting
- Process Improvements
- Issues & Conflicts Resolutions
- Team Collaborator

## Career Experience

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### ***Euroclear SA/NV, Brussels, Belgium***

Euroclear Bank is the premier provider of settlement and related securities services for cross-border transactions involving domestic and international bonds, equities, derivatives and investment funds. Offering clients, a single access point to post-trade services covering domestic securities from over 40 markets.

### ***Capacity Management Infrastructure Consultant (Contract Sep 2009 – Oct 2017)***

The Capacity Management Team manages the capacity of the Euroclear IT infrastructure(s) (Current and Future) and matches the evolving demands of the Euroclear Group in the most cost effective and timely manner.

The Capacity Management Team activities cover the following subject domain(s):

- Capacity Engineering, Capacity Operations, Capacity Planning.
- Capacity Management Team Infrastructure.
- Demand Management.
- Performance Administration.

### **Duties included**

- Daily Support - Monitoring, Issues Resolutions of the capacity management team infrastructure.
- Design, Created, Analysed, Implemented, Maintain New Data Collectors and Feeds.
- Maintain Existing Data Collectors, Feeds and Schedules.
- Propose and Implement Enhancements to current infrastructure.
- Produce Ad-hoc reporting to assist in the analysis of capacity/performance related issue.
- Work on Project related tasks, attend related meetings, take ownership of any actions relating to our team.
- Administrator for Capacity Management Team (CA-Capacity Management, CA-Mics, EPV Product Suite, Mxg, Sas), Including Software Upgrades, ensuring changes applied have not introduced additional processing costs or failure.
- Testing and Migrating from (CA-Mics, Mxg, Sas) to CA-Capacity Management & EPV Product Suite Software.

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## Achievements

- Build, Test, Implement Software upgrades to (CA Mics, Mxg, SAS & EPV Products suite).
- Build, Test, Migrate from (CA-Mics & Mxg/Base Sas) to (CA-Capacity Management and EPV Products suite).
- Designed, Created, Analysed, Implemented, Maintained New Data Collectors for IBM Tivoli Data Warehouse (Aix, Esx, Linux, Solaris, Windows).

### ***Cpt global Limited, Richmond, Surrey, England***

Cpt Global Limited is an IT consulting firm with operations in Australia, United States and Europe. They specialise in providing technical consulting services to companies to reduce costs through skilful performance tuning and capacity management.

### ***Performance Tuning Technical Consultant*** (Contract Oct 2008 – Nov 2008)

#### **Duties included**

- Created opportunities Excel spreadsheets to show the amount of CPU resource saved after tuning opportunities had been applied to Tesco's assignment.

#### **Achievements**

- Extracted daily SMF data using MXG and SAS to create job Csv files which were loaded into opportunities excel spreadsheets to show CPU resource savings on tuned jobs, programs & processes.
- Build opportunities Excel Pivot tables, Spreadsheets, Graphs for Cpt global & Tesco's management.

## ADDITIONAL EXPERIENCE

Chase Manhattan Bank / JPMorgan Chase / IBM Uk, Bournemouth, Dorset, England

### ***IT Capacity Planning & Performance Management Specialist***

(Permanent Sep 2000 to Jul 2008)

JP Morgan Chase is a global leader in (investment banking, financial services, financial transaction processing, asset and wealth, management, private equity) with assets of more than \$2.1 trillion and 150,000 employees in more than 60 countries.

#### **Duties included**

- Predominately supporting IBM Z series mainframes in the Emea (Europe, Middle East, Asia) and USA regions with a total capacity of 68,000 MIPS.
- Supported the well-being of the IBM Z series mainframe environment(s) in Emea and USA Regions from a capacity and performance perspective.

#### **Achievements**

- CA-Mics Administrator for Capacity Management Team Applied, Tested, Implemented PSP maintenance for CA-MICS in System Test, User Test & Production, Managed CA-MICS batch suites.
- Sas Administrator for Capacity Management Team, Applied, Tested, Implemented SAS maintenance and version upgrades in System Test, User Test & Production Environments.
- Built and Developed Critical Path Batch Monitoring for key overnight Treasury & FX applications. Ensured SLA's not breached, provided root cause analysis if breached and identified areas of improvement.
- Developed and implemented Capacity & Performance Reporting metrics using the following tool-sets (CA Mics, Micf Enquires, Sas (Base v8.2), Mxg, Excel) Analysed current and potential Capacity / Performance issues and project assigned tasks.
- Identified performance and resource related tuning opportunities some of which provided cost reduction enhancements.
- Provided project support for capacity or performance related aspects of proposed solutions and planned technology refreshes.
- Assessed impact and effect of production changes to be implemented. Analysed changes to assess whether achieved results had been met.
- Reviewed capacity / performance data collection requirements with respective parties.
- Reviewed and researched new hardware or infrastructure to provide capacity performance metrics.
- Defined appropriate business or technology metrics to forecast client's resource requirements.
- Created, maintained and controlled documentation to reflect capacity baselines.
- Developed and maintained capacity plans including capacity baselines, business growth and hardware upgrades.
- Used capacity resources to maximum effect to meet current SLA's. Exploited technology and provided a cost-effective solution.

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- Provided technical and business advice to appropriate parties to support effective decision making.
- Experience / Technical understanding of IBM I Series Performance and Capacity management.
- Assisting with proposed business capacity processes and metrics, and reporting.
- Work with application, support and technology groups understand business capacity in business-critical applications.
- Liaise, interact and find resolutions with other technology teams within our department / organisation which included (Automation, Cics, Database, MVS, Networking, Storage, Operations).

### CAREER NOTE

Chase Manhattan Bank / JPMorgan Chase, Bournemouth, Dorset, England

#### **Senior Operations Analyst**

(Permanent Jan 1993 to Sep 2000)

Chase Manhattan Bank, Bournemouth, Dorset, England

#### **Operations Analyst**

(Permanent Sep 1989 to Dec 1992)

#### **Duties included**

- Provided services to build, test and implement application changes to agreed business schedules and working standards.
- Maintained and improved batch suites and systems (Production, Uat and System test). Provided 24hr support for Production Batch Applications.
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#### **Achievements**

- Responsible for problem diagnosis & resolution, reports & escalating issues.
- Maintained and Supported In-house Batch Profiling System.
- EMU/Y2K project Build. Tested and Implemented 16 General ledger systems with on-site support in Hong Kong.
- Analysed overnight batch processing suite and implemented performance enhancements to reduce batch processing windows.
- Day 1&2 merger of Chemical Bank / Chase Manhattan. Tested 13 user environments (7000 jobs).
- Built, Tested and implemented banks (Cashflow, FX, Options, and Treasury) overnight batch processes and provided day to day support.

Kingston and Sutton Joint Computer Centre, Worcester Park, Surrey, England

#### **Shift Leader, Senior Operator, Operator, Trainee Operator**

(Permanent Sep 1989 to Dec 1992)

## Technical skills summary

Skill	Experience	Proficiency
Software Ag Adabas & Natural	>5 yrs	Advanced
Seasoft \$Avrs Output Management	>5 yrs	Advanced
BMC Mainview / Visualizer	>5 yrs	Expert
Computer Associates Mics	>5 yrs	Expert
Computer Associates Capacity Management	>6 months	Intermediate
Computer Associates Ca7 Scheduling	>5 yrs	Expert
Cics	>5 yrs	Intermediate
IBM Data Facility / Data Set Services (DFDSS)	>5 yrs	Advanced
IBM Data Facility Hierarchical Storage Management (DFHSM)	>5 yrs	Intermediate
Docutext	>5 yrs	Advanced
EPV Suite (z/OS Plus, DB2, WMQ)	>1 yrs	Expert
Fileaid	>5 yrs	Expert
Ftp	>5 yrs	Basic
IBM Job Control Language (Jcl & Utilities)	>5 yrs	Expert
Information Technology Infrastructure Library (ITIL)	>5 yrs	Intermediate
Microsoft Office Access	<3 months	Basic
Microsoft Office Excel (Including Macro's & Vba)	>5 yrs	Advanced
Microsoft Office PowerPoint	>5 yrs	Advanced
Microsoft Office Project	>5 yrs	Intermediate
Microsoft Office Word	>5 yrs	Advanced
Mxg	>5 yrs	Expert
Mvs / Z/os Operating System	>5 yrs	Expert
Network Data Mover (Ndm)	>5 yrs	Advanced
Ibm Omegamon Monitor	>5 yrs	Advanced
Php	1.5-2 yrs	Intermediate
Perl	<3 months	Basic
Projects IN Controlled Environments (Prince2)	<3 months	Basic
Ibm Tso/e Rexx Programming Language	>5 yrs	Advanced
Ibm Resource Management Facility (Rmf) 1,2 3 & Spreadsheet Reporter	>5 yrs	Expert
Sas (V9.2) & (V9.4)	>5 yrs	Expert
Sas Macros (V9.2) & (V9.4)	>5 yrs	Expert
Sas Graph (V6)	1.5-2 yrs	Intermediate
Sql	>5 yrs	Intermediate
Ibm System Management Facility (Smf)	>5 yrs	Expert
Strobe	1.5-2 yrs	Intermediate
Data Integration Software Syncsort	>5 yrs	Advanced
ASG Tmon Monitor	>5 yrs	Advanced
Ibm Tivoli Omegamon DE & XE	3-6 months	Basic
Ibm Tivoli Datawarehouse (TDW)	>5 yrs	Expert
Ibm Tso / Ispfl	>5 yrs	Advanced
Microsoft Visio	>5 yrs	Intermediate
Ibm Virtual Storage Access Method (Vsam)	>5 yrs	Advanced
Microsoft Windows	>5 yrs	Advanced
Ibm Workload Manager (WLM)	>5 yrs	Advanced
Computer Associates Xcom	>5 yrs	Advanced
<b>Technology</b>		
Aix	6-12 months	Intermediate
Ibm Aix	>3 yrs	Intermediate
Ibm I Series	>5 yrs	Intermediate
Linux	<1 yrs	Intermediate
Linux on Z/os	6-12 months	Intermediate
Ibm P Series	>3 yrs	Intermediate
Ibm Z Series	>5 yrs	Expert
Ficon	>5 yrs	Expert
Ibm Hydra (Ts7700) & Vts	>5 yrs	Expert
Windows	>3 yrs	Intermediate

## **Education**

2018 Code Institute Diploma in Software Development (Online) Ongoing

City and Guilds 747, Merton Technical College, Merton, Greater London, England

**COMPUTER PROGRAMMING AND INFORMATION PROCESSING** (All sections passed with distinction)

1979 3 O Levels.

1978 8 CSE's.

## ***Courses and Workshops***

2018 The Ultimate Excel Programmers Course (Online).

2018 Excel Data Analysis with Excel Pivot Table (Online).

2018 The Complete Web Developer 2.0 (Online).

2018 Learn SQL Reporting Services (Online).

2017 SQL Server Essentials (Online).

2016 Perl Programming: Fundamentals Course.

2016 CA Capacity Management Course.

2016 EPV z/OS+ Course.

2014 ITIL (Metron) Capacity Management Foundation Course.

2009 HDA Influencing Skills Workshop.

2008 HDA Interview Preparation Workshop.

2008 IBM Tivoli Omegamon Administrators Course.

2008 IBM Tivoli Omegamon XE and DE introductory Workshop.

2007 CMG (Computer Measurement Group) in San Diego.

2006 Capacitas IBM Mainframe Capacity & Performance Management.

2006 UKCMG Masterclass Capacity Management Seminar.

2005 OS/390 Workloads.

2001 OS/390 Workload Manager.

2001 SAS Further Data Manipulation & Efficiency Techniques.

## ***Interests and activities***

Personal Activities: Classic Cars, DIY, Photography.

Interests: Personal Computers, Motor Sports (spectator).

## ***Referees***

Available on request.