JEREMY M. CAVERLEY

Columbus, OH
jmcaverley@gmail.com

740.851.3233
linkedin.com/in/jeremycaverley/

SENIOR INFASTRUCTURE ENGINEER

Results oriented leader with proficient technical knowledge and proven ability as knowledge base standard operating procedures writer and trainer. Goal-oriented mainframe batch processing operator, taking on opportunities to assist company in achieving successful outcomes and delivering value. System administrator for IT service management, critical incident, and production support who identifies impacts to align with critical business decisions.

Technical Writing | Process Improvement | Service Management | Incident Management|Problem Management Release Management | Change Management | Asset Management | Configuration Management (CMDB) | Service Catalog Batch Processing | Database Management | Project Management | Financial Banking File Transfer | Treasury Management Access Management| Records Management| Identity & Access Management| Risk Management|Architecture & Engineering

TECHNICAL SKILLS

Secure Transport, Axway, Sterling File Gateway, IBM Direct Connect, IBM Mainframe z/OS(JES2, NDM,TSO, DB2 ,SDSF/ISPF, CICS, RACF,JCL, Sysplex, FTP/TLS, VTAM),mainframe Configuration Manager NERC-CIP, CyberARK Privileged Account Security, ShareNow, Service Now, BMC ProactiveNet, IBM Watson, IBM NetCool Operations Insights (NOI), CA Workload Automation iXp, Autosys, Patrol Central, Active Directory, PuTTY, VMware, onecallNOW, citrix, Infoblox Grid Manager, SharePoint, Oracle, Unix/Linux, Windows Server 2008-2016, iLo, HP OneView, EMC Policy Server, Middleware, Nagios XI, IBM Cognos Analytics, Citrix EXTARN/EXTDS, Powershell, Webmethods, ServiceNow, Remedy, Microsoft Windows 10/11, Windows 2008-2022, Citrix Workspace Virtual Apps/Desktop, Access, E-Flow, Cisco Implementation Manager Oracle EBS/PDH, HRMS, Peoplesoft, PAM, Jira, Confluence, RSAM, SecureID, RSA, Salesforce, ServiceNow,Jira, Remedy,Skype,Teams, Zoom, Confluence, IBM WebSphere, Splunk,Microsoft Endpoint Configuration Manager, OneDrive, Microsoft Teams, WebEx,Visio,PAM, RSAM

Banking/Treasury Management MFT/EDI services: ACH NACHA, Wire, Lockbox, Pinacle Web, BAI2, ARP, EDI X12, 828, PEP+, PAYCHEX, Transactis, Fiserv etc. for image/data file transfer, IBM Sterling File Gateway, Sterling Secure Proxy, Sterling Configuration,Manger,SterlingControlCenter,TAG,SSH,SSL,SFTP,FTP,FTPS,AS2,S3,JARVIS,MERCURY,PGP,VPN,AS2,Connect: Direct(NDM),RestAPI,AWS,Restful Webservices,X12 transactions 834, 835, 278, 270/271, 276/277, 820

PROFESSIONAL EXPERIENCE

THE JUDGE GROUP, consultant at **JP MORGAN CHASE BANK** for **Project Data Migration Sycamore** Columbus, OH
SEPT 2022-MARCH 2023
Senior Infrastructure Engineer Managed File Transfer Application Integration and Streaming Global Technology Infrastructure Management Sycamore Migration Project
System Analyst for internal/external clients for on-boarding business financial transactions between multiple tech divisions company wide and technical writing using Confluence.
· Secure Transport Axway, Jira, Confluence, myMFT, Filemover: S3, AWS, SFTP, Connect:Direct, Mercury,Splunk,H2H, key & certificates SSH/SSL & NDM.
RSAM, Security badge and team access; Mercury, badge control, team production access
· Consulting myMFT & filemover for technical contacts, LOB, server admin windows/unix, ConnectDirect, Mercury, H2H
·   Product and infrastructure support knowledge of risk and controls landscape, implementing ITIL process and Agile Methodology
·   Configuring and troubleshooting file transfer protocols, ciphers, and encryption and hands on experience in implementing/renewing certificates and keys
·   Experience developing frameworks that reduce operational toil or application technical debt while maintaining a high degree of system availability
·   Technical leadership and oversight of implementation and deployment planning, system integration, ongoing data validation processes, quality assurance, delivery, operations, and sustainability of technical solutions
·   Lead and participated in Production support performance building development, test and debug automated tasks applications, systems, and infrastructure by installing patches and break fixes for enterprise applications and identify bottlenecks, opportunities for optimization, and capacity demands
·   Trouble shooting priority incidents, facilitate blameless post-mortems performing analytics on previous incidents and usage patterns to better predict issues and take proactive actions
·   Working with application development teams throughout the software life cycle ensuring sustainable software releases building and driving adoption for greater self-healing and resiliency patterns

AMERICAN ELECTRIC POWER (New Albany & Groveport Data Center   contractor to fulltime   Mar 2017-Jul 2022

Operations Technician Associate, employee, Groveport, OH   **Feb 2021 - Jul 2022**
IT Support Technician Associate, employee, New Albany and Groveport, OH   **Oct 2017 - Feb 2021**

TEKMARK GLOBAL SOLUTIONS, contractor, New Albany, OH   **Mar 2017-Oct 2017**
IT Support Technician III, (**AEP Ohio New Albany Data Center**)

Operated as tier 3 technical operations infrastructure support using ServiceNow for Data Center Infrastructure Operations on IT Command Center and Production Management teams. Assisted with Cognos reports moving from development /production and trigger jobs for WebMethods / Middleware / Oracle. Served as ServiceDesk ITSM Tier 1/2 and production management support

Handled EDI/JES2/CICS IBM mainframe z/OS financial production batch processing, managed file transfer, IBM Direct Connect, FTP/TLS, Sterling file gateway, file transfer, DB2/DBA, JCL override, start, cancel, complete,Definition, Maintenance and Modification of existing z/Series Network Products: scheduling, IP config changes, IP job tasks, mainframe IPLs, RACF zOS operations, patching & IP changes for the console and sterling file gateway.

Worked test / development, production, and disaster recovery troubleshooting software / hardware / firmware via phone, email, and messaging that was escalated, aiding application / SME using ServiceNow incidents, CTASK, RTASK, ITASK, RITM, and changes. Assisting in meeting SLA requirements for ticketing process

RSA, CyberArk, PAM Security: Data Loss Prevention(DLP), Nagios XI LDAP monitoring;;password vault web access, privileged session manager;Enterprise Password Vault

Maintenance and Modification of existing z/Series Network Products

Managed TCOM/NOC production/development changes with RITM TCP/IP assigning, deleting, changing, and creating alias, host, A record using Infoblox Grid Manager, TCP/IP trace route, ping, nslookup, and IP match in NOI and ServiceNow, completing network and server daily duties. Manage & Support Session Manager applications - TPX, Supersession.

Support TCP/IP encryption methods (IPSEC, AT-TLS, and TLS) and monitoring of protocols and cyphers aligned to company policies

Provided escalation services for SWAT, Major Incident, Significant Incident, and Storm mode related issues, reaching NERC-CIP, FEMA, and AEP SLA / Outage restoration efforts, communications of PJM Weather Alerts

Creation of Major/Significant Incident / Storm Mode / Weather alerts using OneCallNow and SharePoint to notify AEP wide short listed contacts

Application support/failover bundle moves for Windows, Dell EMC server, HP server, IBM server, and other systems, accomplishing daily, weekly, monthly quarterly, yearly financial expectations.

Autosys. HRMS, Peoplesoft production upload system updates, ticketing for autosys jobs and ran commands to cause jobs to either be placed into forcestart/on-off ice/on-off hold.

Completed active directory usermoves via Powershell script, deleted old paths

Facilitated implementation creation of new or existing server deployments using CyberARK Privileged Account Security and assisted in the retirement server process

Assisted with new hire and existing hired onboarding and required access via CyberARK Privileged Account Security, PAM, etc.

Updated ServiceNow Knowledge bases and created new standard operating procedures, assisting in improving training and workflow processes. Updated and contacted management teams for CMDB configuration items information, including contacts, comments, and Knowledge Base updates / creation, fulfilling AEP database integrity and audit expectations.

Handled technical support for troubleshooting software and hardware via phone, email, and messaging, recommending and implementing fixes or upgrades.,and created, edited, team metric database, excel/access

COMRESOURCE,Columbus,OH   **Aug 2015 - Jun 2016**

Customer Ambassador (contractor, **PNC Bank Senior Implementations Consultant Team**)

EDI Financial banking and treasury file transfer process for business level customers facilitating up to 75 clients at a time FTP/TLS

EFX, TAG, Sterling file gateway, S3, AWS, SFTP, Connect, Mercury,H2H, key & certificates SSH/SSL & NDM

ConnecTDirect NDM GDC dataset building, PROC, TSO/ISPF/SDSF & JES2 file transfer building to connect EFX to IBM mainframe z/OS X12 transactions 834, 835, 278, 270/271, 276/277, 820 Application Manager, and Transaction Manager.

Manage & Support Transmission Products – FTPs (SSL), sFTP (SSH), & Connect:Direct Secure (NDM)

Project management liaison between sales, implementations and client, assisting work flow of testing and new file transfer banking requests by monitoring contacts initialization into the system for first production files.

Supported end user customers for training EFX and network image / data file transfer troubleshooting / escalation assistant between departments and client, facilitating in updating procedural documentation technical materials for remedying data, image, text, etc. file transfer processes.

Storage client data within Access Excel shared database, Manage & Support Session Manager applications - TPX, Supersession

Support TCP/IP encryption methods (IPSEC, AT-TLS, and TLS) and monitoring of protocols and cyphers aligned to company policies

MCGRAW HILL EDUCATION, Blacklick, OH   **contractor to fulltime**   **Aug 2013 - Jun 2015**

Data Quality Analyst, (database: Oracle EBS/PDH,HRMS, employee Data Integrity / Administration Team)**Mar 2014 – Jun 2015**

Bolstered item attributes within Oracle 10/11 EBS/PDH HRMS, database, processing daily / weekly / monthly SQL queries for collaboration MHE Business Units, management and customers.

Assisted and analyzed excel data reports, errors, and other issues to correct, prevent and provide data integrity

Set-up and maintained item behaviors, territory structures, pricing modifiers to ensure customers receive accurate items and pricing

Ran SQL queries established by other Data Quality Analyst or Business Analyst to resolve errors in the data

KELLY SERVICES, Blacklick, OH   **Aug 2013 – Apr 2014**

Associate Software Support Analyst (contractor, **McGraw Hill Education Digital Technical Support Team**)

Supported external digital technical support customers and sales representatives via telephone, email and Salesforce ticketing system for K-12 educational product lines, logging into call tracking database to monitor and update tickets through resolution.

Interacted with lead and senior support analysts, reporting issues and working towards resolutions by creating / updating help documents for various product lines.

Worked with Tier 2 & 3 teams and product managers to help teachers, students, parents with technical errors, missing problems, and suggestions on how to update the products

Provided legacy software assistance by accessing the vault

Apex Systems Inc. Dublin, OH   **Sep 2007 - Sep 2008**
Operations Tech (contractor **Qwest Communications Voice Implementation Team**)
Provisioned T1/T2/T3 and lower environments for services such as TDM Voice to Voice, VOIP, and Data Services using CORE & Remedy ticketing systems.
Facilitated test/turn up of the CSU/DSU, LLAC/LLAP/LDAP with customers/vendors/contractors and other business class Qwest customers Worked disconnects by testing the circuit to see if it was "live" then removing echo-cancellers and cross-connects.
Tested/configured echo-cancelers in the DMS-250 & configured channels in the SONUS-NGS.
provisioning DACS cross-connects via Dr. Transport. Ported/verified 8xx numbers.

MILITARY
U.S. COAST GUARD CAMSPAC Operations Specialist 3rd Class Petty Officer E-4   **Jun 2004-Jul 2007**
CAMSPAC Billet was designed for an Operations Specialist 2nd Class Officer E-5; was trained up to E-5-E-7 standards for the unit

Search and rescue SWAT/Incident Emergency Manager, handled classified information, used navigation and communication systems

Autosys ticketing, SUBPDS, server deployments, patching combined PAC/LANT unit work, Remedy & ServiceNow ticketing system

Handled search and rescue cases as major incidents by dispatching 411/911 calls via HF, phone, air-to-ground, fax, and other assets

Message traffic system functionality delivery to key units throughout USCG/DOD counterparts

Wrote technical writing manuals for Communications Area Master Station Pacific Operations Specialist Qualification for operation, maintenance, installation, troubleshooting, and repairing complex and electromechanical systems.

Responsible for handling traffic flow via Network Operations Center (NOC) Database Administrator using Microsoft Exchange, Oracle, and Active Directory for message traffic Unclassified/Classified for the whole Pacific area.

Prepared, processed, identified, and ensured delivery of mission critical unclas/classified information.

Edited Weather messages from NWS/NOAA and assisted with Oracle EBS database

Monitored secure chat rooms, Satellite Analog, Digital, RF, HF, Microwave equipment.

Cross-trained as Information Technology 3rd Class Watchstander at USCG CAMSPAC:

 Secure Transport Axway, Jira, Confluence, myMFT, Filemover: S3, AWS, SFTP, Connect,Mercury,H2H, key & SSH/SSL/NDM,mainframe IPLs, Supersession,RACF zOS operations, patching & IP changes for the console and sterling file gateway.
Maintain Mainframe Network Components: TCP/IP, IPSEC
RSA & PAM Security: Data Loss Prevention(DLP), Nagios XI LDAP monitoring;password vault web access, privileged session manager;Enterprise Password Vault
Maintenance and Modification of existing z/Series Network Products

Infrastructure Mainframe Network Product installations, customizations

Manage & Support Session Manager applications - TPX, Supersession

Support TCP/IP encryption methods (IPSEC, AT-TLS, and TLS) and monitoring of protocols and cyphers aligned to company policies

CA Workload Automation iXp Autosys,IBM NetCool Operations Insights (NOI), IBM Cognos Analytics, Windows Active Directory 2003, Server Deployments, ShareNow, Service Now, BMC ProactiveNet, IBM Mainframe TSO, RACF, CICS, ISPF, Veritas,

Remedy, CyberARK Privileged Account Security, CA Workload Automation iXp, Patrol Central, Service Now, Nagios XI, Adobe Acrobat, HARRIS, COTHEN, Active Directory, PuTTY, VMware, onecallNOW,Splunk

EDUCATION

2013, Bachelor of Science (BS), Communication Studies, Ohio University, Chillicothe, OH

2012, Associate of Applied Business (AAB), Computer Science Technology, Ohio University, Chillicothe, OH

2016-Present, U.S. Department of Homeland Security: Federal Virtual Training Environment-NICCS Interactive National Cybersecurity Workforce Framework

2007-Present LinkedIN Learning

2005-2006 Grantham University

2001-2002 Salvation Army

2000 Honor Academy intern, maintenance housekeeping, missions

AWARDS, HONORS, & AFFILIATIONS

Ohio University: Vice President - Student Senate, President College - Republicans

Coast Guard: Good Conduct Medal, Meritorious Team Commendation Medal with One Gold Star, Presidential Unit Citation, Humanitarian Service Medal with One Bronze Star

HonorSociety.org: Member, Ross County Continuum of Care: Member

JMC Ministries: Missionary, Public Speaker

Global Missions Vision: Technical Coordinator, Host, Speaker, Worship Pastor, Booking Agent, Social Media Manager