John D. Waldron, MA, MSc, ISTQB-Certified

Ballymena, Co. Antrim, Northern Ireland (UK) — *Irish Citizen*

johndtwaldron@gmail.com | +44 7846 708809 | *Remote / UK Contract*

linkedin.com/in/johndtwaldron | github.com/johndtwaldron

Professional Summary

IBM-trained Software Engineer with **7+ years on IBM MQ for z/OS** at IBM Hursley, working mainly with global banking clients. Specialised in **z/OS queue managers and CICS/MQ integration**: installing and maintaining MQ subsystems via **SMP/E**, configuring MQ–CICS/DB2/IMS flows, tuning queue managers and channels, and performing deep-dive diagnostics using **SMF, GTF/IPCS, dumps and logs**.

Led **end-to-end investigations** across MQ, CICS, applications and networks, supported onboarding of new CICS workloads onto MQ, and authored runbooks and troubleshooting guides used across the IBM MQ organisation. Now looking to contribute this **middleware administration and diagnostic experience** to a client-facing mainframe team.

Core Skills

- IBM MQ on z/OS & distributed – Queue managers, channels, listeners, TLS, DLQs, basic clustering and Queue Sharing Groups; extensive MQ integration with CICS/DB2/IMS and WebSphere Application Server (request/response, pub/sub, batch flows from Linux/UNIX clients).

- CICS/MQ Integration – Exercised CICS TS workloads via MQ in CST and customer-mirror environments; debugging COBOL/CICS/DB2/MQ units of work, message paths, syncpoint/rollback behaviour and CICS task failures driven by MQ.

- z/OS & Sysprog Tooling – JCL, STCs, ISPF/SDSF, JES2/3, SYSLOG, LOGREC, SMF 115/116, GTF and IPCS; MQ logs (e.g. CSQ1LOGP), buffer pools/pagesets awareness and CSQ*/EZB* messages for problem determination.

- Diagnostics & Performance – Root-cause analysis across messaging, CICS, application and network layers; queue and channel performance, buffer pool usage, TLS handshake issues, SMF-driven analysis of queue manager behaviour.

- Installation & Maintenance – SMP/E installation, upgrade and maintenance of MQ subsystems and related components; validating changes in multi-LPAR sysplex

testbeds and rehearsing DR/failover scenarios.

- Scripting & Automation – Python, Java, C (lab utilities), REXX, basic Assembler; MQ test harnesses and workload drivers; scripts to parse logs and generate JSON/CSV reports; Jenkins, Git; Docker & Kubernetes (learning), Terraform (learning), Postman.

- Stakeholder & Leadership – Lab Advocate for major banks; represented MQ in Consolidated Service Test (CST) and at IBM TechU / GSE UK; mentoring juniors and coordinating across product teams.

Professional Experience

IBM UK – Software Engineer, IBM MQ on z/OS   *2017 – 2024 | Hursley Lab, UK*

Messaging-focused software engineer in the IBM MQ z/OS organisation, validating MQ and host application behaviour.

CICS/MQ & application integration

- Built and maintained **MQ-driven test harnesses and utilities** (JCL, REXX, C, Python) to exercise **CICS, DB2, IMS and WAS workloads via MQ**, simulating real banking flows across multiple LPARs.

- Analysed and debugged transactions with a focus on **CICS/IMS interactions**, database updates and error handling; correlated MQ CSQ* and CICS DFH* messages, SMF records and logs when diagnosing failures or performance issues.

- Worked with CICS/DB2 system programmers and application teams to verify **syncpoint, backout and recovery behaviour** for CICS programs issuing MQ verbs (PUT/GET/COMMIT/ROLLBACK).

MQ configuration, security & onboarding

- Configured and validated **queue managers, channels, listeners and TLS/RACF security** in environments mirroring production, including **multi-LPAR sysplex and QSG setups**.

- Supported application onboarding to MQ: defining queues and channels, agreeing security requirements, performing connectivity tests and **performance/resilience checks** ahead of go-live.

- Investigated queue manager and channel problems (connection failures, TLS handshake issues, performance bottlenecks), working with network and security teams to identify root causes and implement fixes.

Installation, DR & test environments

- Performed **SMP/E installation, upgrade and maintenance** of MQ subsystems and related components, resolving install-time and compatibility issues.

- Represented MQ in **IBM's Consolidated Service Test environment**: rehearsed DR and failover in multi-LPAR sysplexes, validating latest MQ CD and LTS releases with other middleware and ensuring queue manager and application recovery after outages.

- Automated routine system checks, MQ/network validation and log collection using JCL, REXX and Jenkins, reducing manual effort and improving traceability of test runs.

Diagnostics, tuning & collaboration

- Used *IPCS, GTF, SMF 115/116, SYSLOG/JES2/SDSF and CSQ/EZB*** messages to diagnose connectivity, configuration and performance issues affecting MQ-connected applications and CICS regions.

- Analysed queue depths, channel status, buffer pool usage and application behaviour to identify throughput bottlenecks and tuning opportunities (e.g. **CSQZPARM/logging tweaks, channel settings**).

- Acted as **MQ Lab Advocate** for major international banks, collaborating with development, infrastructure and operations teams on **COBOL/CICS/DB2/MQ issues**, secure channel setups and performance tuning.

Knowledge sharing & leadership

- Authored internal **runbooks, installation instructions, diagnostic guides and "how-to" references** that improved consistency and accelerated onboarding of new engineers.

- Provided informal mentoring to new joiners on MQ z/OS diagnostics, CICS/MQ test scenarios and CST processes; represented MQ at internal and external technical events.

Key Achievements

- **IBM MQ "ROCK IT" Best Newcomer (2017)** for early contribution to MQ systems engineering.

- Selected speaker at **IBM TechU Las Vegas (2019)** and **GSE UK (Northampton)** on MQ, sysplex testing and integration best practices.

BitVault – QA & Infrastructure Support (Part-time / Remote)   *2025 – Present*

Bitcoin security startup focused on multi-signature custody.

- Content and social media; AI workflow management.

- Represent BitVault at conferences, signing up potential customers and testers.

- Contribute to discussions on **resilience, backup/recovery and operational procedures**, drawing on experience with quorums and high-availability MQ recovery environments.

Education

- **MSc Software Development** – Queen's University Belfast, 2016

- **MA History** – University of Glasgow, 2014

- **ISTQB Foundation Certificate in Software Testing**, 2016

Certifications & Recent Training

- **IBM Mainframe Practitioner**, 2025

- **TCP/IP on z/OS Essentials – IBM**, 2025

- **z/Architecture Assembler Part 1 – IBM**, 2025

- **IBM DevOps & Software Engineering Professional Certificate**, 2025

- **Playwright 101 – LambdaTest Certified**, Aug 2025

- **Postman Essential Training**, Sep 2025