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

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

Email: johndtwaldron@gmail.com | Tel: +44 7846 708809 | Remote / UK Contract

LinkedIn: linkedin.com/in/johndtwaldron | GitHub: github.com/johndtwaldron

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Professional Summary

Mainframe Engineer with 7+ years at IBM Hursley working on IBM MQ on z/OS as part of Development, Service and Testing. Experienced across system automation, operations, and L3 service, including analysing dumps and traces, identifying product defects and contributing fixes to MQ code for major banking clients.

Strong practical background in JCL, REXX, JES2, NetView, SMF/RMF, sysplex and DR rehearsals, plus onboarding and support of complex workloads in multi-LPAR environments. Comfortable liaising with vendors, operations and development teams, writing test cases and runbooks, and representing engineering in technical meetings, and now targeting Mainframe System Automation / Operations Engineer roles.

Core Skills

- **Mainframe Systems & Ops** – z/OS, JES2/3, SDSF, ISPF, JCL, REXX, SYSLOG, SMF/RMF, LOGREC; multi-LPAR sysplex operations and DR rehearsals.

- **Automation & Monitoring** – NetView automation and operator commands; scripted checks for jobs, queues and connectivity; data collection for incidents and performance analysis.

- **Diagnostics & L3 Service** – IPCS, dumps, GTF traces, SMF analysis, CSQ*/EZB* message interpretation; experience working on L3 service investigations and producing MQ code fixes/PTF test coverage.

- **Tools & DevOps** – C and Python utilities, Jenkins, Git, Docker & Kubernetes (learning), Terraform (learning), Postman; ISTQB-aligned testing mindset, clear defect reports and change/incident/problem workflows.

Professional Experience

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

Engineer in IBM's Consolidated System Test (CST) and service teams, focused on MQ on z/OS for large financial institutions.

Mainframe Systems & Automation

- Supported complex MQ-driven workloads in department level analysis, in TODL scripting brought together via ansible and jenkins to produce strong QA coverage.

- Wrote and maintained JCL and REXX automation to perform system checks, drive workloads, validate connectivity and gather logs/output for analysis.

- Used NetView and operator commands to monitor system messages and network events, assisting with automation strategies for routine operations tasks.

Diagnostics, L3 Service & Code Fixes

- Worked on L3 service investigations for MQ on z/OS: analysed dumps, traces and SMF data to isolate defects, configuration issues and performance bottlenecks.

- Collaborated with MQ development teams to design, implement and verify fixes in MQ code, including creating focused regression tests and CST scenarios around PTFs and CD/LTS releases.

- Performed root cause analysis across MQ, TCP/IP and z/OS components, feeding clear findings into problem records and customer reports.

CST Testing, DR Rehearsals & Client Support

- Designed CST test scenarios that combined new MQ function, maintenance and infrastructure changes, validating behaviour under normal and failure conditions.

- Took part in DR and failover rehearsals across multi-LPAR sysplex configurations, verifying that automation, monitoring and workloads behaved correctly during planned and unplanned outages.

- Acted as MQ lab advocate for key banking clients: joined client calls, explained new features/releases, advising on operational best practices for MQ z/OS environments.

Documentation & Knowledge Sharing

- Authored and maintained runbooks, diagnostic procedures and "how-to" guides used by CST, L3 service and operations teams and onboarded new graduates into taking over CST work.

Key Achievements

- IBM "ROCK IT" Award – Best Newcomer (2017) for early contributions to MQ systems and service engineering.

- Selected speaker at IBM TechU Las Vegas (2019) and GSE UK (Northampton).

BitVault – Company Rep (Part-time, Remote)   *2025 – Present*

Bitcoin security startup focused on multi-signature custody coercion prevention measures.

- Represented BitVault at conferences, signed up testers and new customers, introducing presentations to Bitcoin audiences.

- AI automation workflow management & creation, Content & social media.

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