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

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Professional Summary

IBM-trained Software Engineer with 7+ years' experience on **IBM MQ** and enterprise messaging at IBM Hursley, working mainly with global banking clients. I specialise in designing, building and supporting MQ messaging platforms, with hands-on work across **z/OS queue managers and distributed Linux/Windows clients**, performance testing and deep-dive diagnostics. I've led end-to-end investigations across application, middleware and network layers, supported onboarding of new applications onto MQ, and authored runbooks and troubleshooting guides used across the IBM MQ organisation.

Core Skills

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

- **Platforms** – z/OS (JCL, STCs, SDSF, JES2/3, SYSLOG, SMF/RMF, LOGREC) and Linux/Windows/macOS; experience driving MQ workloads from Linux/UNIX clients and analysing logs and configuration.

- **Diagnostics & Performance** – root cause analysis across messaging, application and network layers using CSQ*/EZB* messages, SMF data, traces and dumps; performance analysis of queue depths, channel status, buffer pools and application behaviour.

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

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 for major international banks.

- 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.

- Configured and validated queue managers, channels, listeners and TLS/RACF security in environments mirroring customer production topologies.

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

- Analysed and debugged transactions using MQ, focusing on message paths, database updates, CICS/IMS interactions and error handling across multi-node environments.

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

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

- 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 products, ensuring queue manager availability and application recovery after outages.

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

- Supported application onboarding to MQ: queue and channel definitions, security requirements, test scenarios, performance and resilience checks ahead of production.

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

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

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 management, workflows and exploratory testing of security-critical workflows, including manual and Playwright-based checks.

- Representing BitVault at conferences, signing up potential customers and testers, contributing to discussions on resilience, backup/recovery and operational procedures, drawing on experience with quorums & 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