#### SUMMARY OF QUALIFICATIONS

* Twenty-five years of experience in very large, highly distributed, production support roles.
* Open Source Solution Architect specializing in monitoring stacks
* ESM: ITM 6.3, Netcool Omnibus 5.1-8.1, Impact with other legacy Tivoli products
* ERP (SAP Basis 2.2-4.76C)
* CRM (Siebel Admin) with solid web experience.
* MySQL/MariaDB 10.1, DB2 10.1, Oracle 8.x, SQL Server,
* AIX Certified: IBM eServer Certified Specialist pSeries AIX (AIX 5.x) System Administration
* Excellent communication skills with technical wizardry, leadership, and efficacy.
* Creative idea generator with a *proven* record of system analysis, innovation, and implementation

#### ERP, CRM, OPERATING SYSTEMS, DATABASES, AND PROTOCOLS

* OSS Monitoring: Zabbix 2.4-3.2, Prometheus 1.1, Nagios Core, Zymon, Grafana
* ESM: Top performer in the Tivoli ITM 6.1-6.3 UNIX/Linux/ZLinux Platforms.
* SAP R/3 2.X-4.6C Basis Support with BW and Solution Manager
* CRM: Siebel Call Center/Marketing: 7.0.4 EAI, EIM Actuate (Version 4-5)
* UNIX: AIX 4.3-7.1, Linux (RHEL 7.2, Suse 9-11, OpenSuse 9-13.1, Slackware) zLinux, Solaris 2.X-10, OS X 10.12.4
* Storage: IBM SSA, ESS (Shark), Tivoli TSM, Hitachi Commvault, NFS, AFS, DFS, GPFS
* RDBMS: *MariaDB 10.1/MySQL 5.x,* DB2 2.2-10.1, *Sybase 11.1*, Oracle 8i, MySQL, SQL Server 2008/2012
* CRM: Siebel Call Center/Marketing: 7.0.4 EAI, EIM Actuate (Version 4-5)
* Microsoft System Center 2012 R2
* Virtualization: VMWare ESX, Xen, zLinux, and VirtualBox, AIX LPARS, HyperV
* Reporting: Grafana, Graphite, Cognos 8-10.2, BIRT (Actuate), Crystal Reports, BIRT

#### PROGRAMMING SHELLS

* Shells: Korn, Bash, Bourne, and C
* Scripting: Python, Korn, Perl, PowerShell

#### PROFESSIONAL EXPERIENCE

February 2006-June 2017 NY State Office for Technology/Office of Information Technology Services

Consultant Performance and Capacity Planning/Infrastructure Architecture/ Technical Architect and ITM 6 Specialist

* Solution OSS monitoring stack to replace legacy monitoring platforms.
* Diagnose and recommend fixes for system and application performance issues in the NYS infrastructure. Maintain tools for visualization and reporting.
* Architecture, Implementation and Support of Tivoli ITM 6.1-6.3.3
* DB2 Support/DB2 DB Migration/Tivoli Data Warehouse/TCR/Eclipse and BIRT, Cognos and data collection
* Build Performance Key Indicators/Standardize Performance criteria and documentation

June 2005-September 2007 *Endicott Interconnect, Endicott, New York*

Consultant SAP Basis Administrator / DB2 and AIX Sr. Admin

* Basis support of R/3 and BW landscapes
* BSI TaxFactory automation for TUB updates and support.
* Knowledge transfer for new SAP Basis Consultant.
* Installs/Upgrades, Kernel Patches/Hotpacks, OSS/SapNet, Client Admin, Performance Monitoring/CCMS, Batch/Spool, EarlyWatch, Corrections/STMS, SAPGUI
* Help the client transition to archiving

March 2004 - Present Creative Possibilities Inc. Various Clients

Consultant SAP, AIX, Solaris, Linux, zLinux, WinTel Server support, IBM Content Manager, CommonStore, IBM Websphere

* Dynax Inc, New York, NY
* IBM/IGS Sub-Tier Supplier, BTX Inc, Hawthorne, New York
* New York State, OGS IT backdrop contract
* Robert Half, Endicott Interconnect, Koger, BrainBench

July 2001 – March 2004 IBM Global Services, Poughkeepsie, New York

Consultant Siebel Administrator / Sr. AIX Consultant

* Infrastructure Architect, Technical Lead
* Siebel 6.2.1-7.04 Call Center (AIX) Configuration, Customization and Automation
* Actuate Version (4-5), Tivoli, Dev2Prod, Siebel Tools, Resonate Central Dispatch
* AIX/DB2 consultation, training and performance tuning.
* Development and deployment of customized scripts and tools

July 2000 – July 2001 IBM Global Services, Poughkeepsie, New York

Consultant: SAP Basis Administrator: SAP Deployment for IBM Global Finance, Server Group

* SAP R/3 Basis support. 3.x-46.x multiple mission-critical landscapes
* Installs/Upgrades, Kernel Patches/Hotpacks, OSS/SapNet, Client Admin, Monitoring/CCMS, Performance, Batch/Spool, EarlyWatch, Corrections/STMS, SAPGUI
* AIX/UNIX/DB2 consultation, training and performance tuning.
* IBM Content Manager and CommonStore support

April 2000 – June 2000 Freetradezone.com/PartMiner.com, New York, New York

Consultant: Sr. AIX Consultant/DB2 Consultant

* AIX/UNIX/DB2 consultation, training and performance tuning.
* Implementation of development and production DB2 databases
* WebSphere and Apache 1.3.6

January 1998 – April 2000 IBM Global Services, Poughkeepsie, New York

Consultant: SAP Basis Administrator: SAP Deployment for IBM's Worldwide Procurement

* SAP R/3 Basis support of several productive landscapes
* Installs/Upgrades, Kernel Patches/Hotpacks, OSS/SapNet, Client Admin
* Monitoring/CCMS, Performance, Batch/Spool, EarlyWatch, Corrections/Transports, SAPGUI
* AIX Troubleshooting support and training.

#### EDUCATION

1985-1989 State University of New York College at Purchase

*Bachelor of Arts in Sociology, Graduated with Honors.*

1989-1990 State University of New York College at Purchase

*SUNY-Purchase Music Conservatory: Major in Studio production (classical theory, jazz composition, and solfege)*