**Miguel Santana**

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**SUMMARY**

**An IT Professional with 15+ years of experience** **in the Health Care, Financial, and Banking Industries.**  Experience on File Transfer, Client Severs and Mainframe platforms, **COBOL, SQL, IDMS, DB2, NDM, VSAM, JCL, TSO/ISPF**. Some Experience on **VBA, SAS, Dyl280, Culprit, and MS Access**. Knowledge of **SAP, BW, DW, Oracle**, others. Extensive knowledge supporting all kinds of applications running on different platforms from Development to Production. Team Player as well as a sole player, willing to go the extra mile to get the work done.

**SOFTWARE**

IDMS, ADSC, ADSA, ADSALIVE, CA-ADS, DMLO, IDD, DCMT, DME, MAPC, CA-ADS IMMS, Culprit, SAR, BMC Remedy v7.6.04 SP5, OPAS, ENDEVOR, SAR (system Archive Retrieval), Skype for Business, OPAS v2 Explorer v5.42, BlueZone FTP v2.11e, FileZilla Client FTP 3.22, NDM, COBOL, SAS, SQL, HIGLAS, Excel 2010/VBA, MS Word 2010, MS Access 2010, MS Excel 2010, MS Outlook 2010, MS PowerPoint 2010, Cisco AnyConnect Secure Mobility Client, DB2, QMF, SPUFI, DB2I, ORACLE 9, PL-SQL, XPEDITER, FILEAID, MQ Series, SQL Server, Pro\*COBOL, SDSF, LIBRARIAN, CA7, CA11, CONTROL-M, MMQ, SYSVIEW, Z/OS, MVS/ESA, OS, CICS/OS, BMS, IMS/DL1, VSAM, TSO/ISPF, File-Aid, SDSF, ROSCOE, IBM Utilities, UNIX, AIX, DOS/VSE, CICS/VS, INTERTEST, ICCS, WINDOWS NT, 95, and 3.11, NOVELL, FOCUS, MPE V, VPLUS/3000, KSWAM/300. HP Servers, all kinds of PCs, HP 3000, TSO ISPF, SDSF, ERP: SAP BW 3.5/3.1G/3.0B/3.0C/2.0, FI-CO R/3 4.6C, DUMPMASTER, ZEKE/ZEBB, COBOL390, JHS, TAO, TIVOLI-WS.

**EXPERIENCE**

**NTT DATA CORPORATION,  2300 W. Plano Pkwy,  Plano, TX 75075**

**IMMS Production Support Team**

**From 11/2016 to 03/2018**

**Tenet IMMS Production Support**

**Sr. System Integrator Advisor/Application Programmer**

As Senior Programmer Analyst,  giving production support to all tenet Hospitals under the IMMS IDMS based System. Maintaining and enhancing all IMMS components. Part of the On-Call Production Team once a month. Applied changes to programs, JCLs, Procs, and Parms, when necessary. Production support to the following systems: **Purchasing/Receiving, Accounts Payable, Inventory Control, Integrated Requisitions, Electronic Requisitions, External/Internal Interfaces, Utility Functions**, and others; including changes to COBOL Programs and Dialogs, Maps, JCL, Parms or Procs. All changes were coordinated and supervised following local standards and procedures.

All projects are maintained using: TSO/ISPF, SDSF, IDMS CA-ADS, IDMS SCHEMA, CA-ENDEVOR, JCL, PROCS, COBOL Dialogs and Programs, Maps, Data Dictionary, IBM Utilities Programs, DMLO, DME, OLQ, CULPRIT, MAPC, OLQ, CULPRIT, ADSA, ADSC, DCMT, z/OS, CA7, SAR, MS OUTLOOK, BMC Remedy, and other tools.

Communication with peers and upper level management was done by means of Face to Face, eMails, Skype for Business, text, and phone calls.

**COMPANION DATA SERVICES, 12377 Merit Drive, Dallas, TX 75251**

**A Subsidiary of Blue Cross Blue Shield of South Carolina, USA**

**Transition Team**

**From 09/2008 to 10/2016**

**Sr. System Support Administrator**

**OPX - Operational Excellence**

As an Excel VBA developer, maintaining all applications like Daily Incident and Quarterly Reports, Spreadsheets, Ad Hoc Reports. Provided changes and enhancements requested by end users and Application Team lead. Added new functionalities to the Quarterly report to allow users to select data from a range of dates, added a new tab with command buttons to facilitate this feature. All applications are running on a Windows server and supported using Excel VBA.

**PMO – Project Management Organization**

As an Excel VBA developer, maintaining all OE applications like the Daily and Weekly Executive Status Report. Provided changes and enhancements requested by end users. Added new functionalities to archive current spreadsheet and create a new Executive Status for the next business day, added a new sheet with command buttons to facilitate this feature. All applications are running on a Windows server and supported using Excel VBA.

All projects were developed under the following tools: Excel VBA, WINDOWS, MS WORD 2010, MS OUTLOOK 2010, etc...

**Sr. System Support Analyst**

Worked on the MACBIS project; this project consists of moving about five different applications from the Baltimore datacenter to the VDC (CDS virtual data center). This project was being overseeing by CMS. Updated the CMS Application Transition Survey for the IBNRS, MACPRO, iDashboard, SC-CLIA and T-MSIS applications. Participated in all test cycles for all applications, that is, DEV, TEST, QA, and Prod environments.

Tested connectivity for various environments between the Baltimore data center and the CDS data center.

Scheduled meetings when necessary to make sure projects were on track. Worked on all applications cutover plan.

CDS hosted the following MCBIS Applications in the MACBIS Virtual Data Center Environment.

CDS hosts the PROD, VAL and DEV environments for each MACBIS application.

•Waiver Management System (WMS)

•Medicaid Model Data Lab (MMDL)

•Medicaid and Children’s Health Insurance Program Budget and Expenditure System (MBES, CBES)

•Incurred but Not Reported Survey (IBNRS) System

•CHIP Annual Report Template System (CARTS)

•Children Health Insurance Program Statistical Enrollment Data System (CHIP SEDS)

•State Early Alerts (SEA tool)

•Drug Data Reporting for Medicaid (DDR)

All projects were developed under the following tools: INFORMATICA, MQ, WEBSPHERE, EFT, ORACLE, MS OFFICE WEB Servers, MAINFRAME, Windows, etc...

**Sr. Application Programmer Analyst**

Responsible of all HIGLAS transitions for both part A and part B.

Participate on all Project Development cycle for HIGLAS transitions.

Setup all NDM JCL to send and receive date to/from HIGLAS

Participated on all HIGLAS transitions, Workload splits, Renames and Merges.

Updated IBM SIDU (System Interconnectivity Document of Understanding) to describe datasets being transmitted to IBM along with its connectivity parts.

Applied releases coming from FISS maintainer for part A and MCS maintainer for part B.

Set-up all NDM JCL to transfer data (837 claims, 271s Beneficiary Updates, 274s Provider Updates, 810s Non-Claims, 811Ss Check Statuses, 811Rs Check Registers, 811VMP advises, 835s payment advises, and the quarterly 810H HPSA records) to HIGLAS (Healthcare Integrated General Ledger Accounting System), an ORACLE based Financial System used by CMS (Centers for Medicare & Medicaid services to process all Medicare contractor claims for payments, posting to GL and financial statements.

Set-up JCL to receive automatic payments 835 and manual payments 811VMP records coming from HIGLAS into CDS datacenter to feed into our daily cycles.

Setup, Customized, and executed all Conversion JCL coming from the system maintainer to CDS naming convention standards.

Tested all HIGLAS JCL to transmit data to all ORACLE instances as defined in the IBM SIDU document: CON1, VLD1, VLD3, and PROD.

Tested all stages as defined on the project plan: CCT, VLD1, PRODSIM; before cutover to PROD.

Followed up and resolved issues that came up on post Production.

Participated in all Project Work Status and Technical Team meetings.

Participated in all SIDU meetings setup by IBM to discuss various workloads.

Worked on Survey document send by IBM and defined by CMS standards.

All written communication was done using MS Outlook email and TAO.

All projects were developed using: TSO/ISPF, JHS, SDSF, Max/VSAM, CA-ENDEVOR, JCL, PROCS, SYNC SORT, NDM, IBM Utilities Programs, COBOL for z/OS and OS/390, TIVOLI-WS, MAX/VSAM, MS OUTLOOK, TAO, and others Utilities.

**SENTARI TECHNOLOGIES, Inc., Addison, TX**

**Client: CDS, Executive Center III, LBJ Freeway, Dallas, TX 75243**

**From 08/2007 to 09/2008**

**Senior Programmer/Analyst**

Responsible for setting-up all NDM jobs to transfer all Medicare claims from different states (NY, LA, NJ, AL, PR, ID, CT, FL, CO, TX, etc.) to various host sites.

Set-up all NDM JCL to transfer data (837 claims, 271s Beneficiary Updates, 274s Provider Updates, 810s Non-Claims, 811Ss Check Statuses, 811Rs Check Registers, 811VMP advises, 835s payment advises, and the quarterly 810H HPSA records) to HIGLAS to process all Medicare contractor claims for payments.

Set-up JCL to receive payments 835 and 811VMP records from HIGLAS into our datacenter in order to process them into our daily cycles.

Set-up interface NDM JCL to send CWF (Common Working Files) data to various CWF host in the Southeast, Southwest and East coast region.

Responsible for analyzing claims and communicating results to end users, managers, contractors and project leaders.

Participated on project management meetings with CMS and contractors (Palmetto, GPA, Empire BCBS, Noridian, Trailblazer, Cahaba, Riverband, Highmark, Cosvi NGS, etc…)

Standardized all NDM processes and JCL for different workloads or States throughout the USA.

Tested all workload on the different testing stages, UAT and ProdSim before cutover to Production.

Created work instructions on how to move JCL, SYSIN, PARMS to ENDEVOR libraries.

Good communication with peers, contractors, CMS, and upper management to make sure all project requirements are met.

All projects were developed using: TSO/ISPF, JHS, SDSF, Max/VSAM, CA-ENDEVOR, JCL, PROCS, SYNC SORT, IBM Utilities Programs, COBOL for z/OS and OS/390, TIVOLI-WS, MAX/VSAM, MS OUTLOOK, TAO, and others Utilities.

**INFOTECH SPECTRUM, Inc., Santa Clara, CA**

**Client: BANK OF AMERICA, Addison, TX 75001**

**From 10/2006 to 08/2007**

**Senior Programmer/Analyst**

Participated on the BRD meetings of the credit card promotions project.

Worked on the HLD design for the MORE project.

Participated on the LLD design for PROMO part of the MORE project.

Designed, developed, coded, and tested the General Module COBOL DB2/PL-SQL program to edit and validate all data coming from the following interfaces:  OCS, OST, CASG, POE, CLMS, External/Generic Conversions, and VI mass updates.

Created tested programs to load and populate the COBOL 390 linkage section.

Created COBOL 390 program to produce Promo Acceptance reports for USA, Canada, and US Consumer Finance. Setup JCL, PROCs, and Docs following local naming convention.

Changed a DB2 program that unloads a table that needed to be transmitted to various vendors.

On-going issues of the MORE – Credit Card Promotions and Offers project: create test data, coding, changes, issues, etc...

All projects were developed using: DB2 COBOL 390, Embedded PL-SQL, XPEDITER/TSO, File/Aid, CA-ENDEVOR, QMF, DB2 INTERACTIVE TOOLS, FILEAID FOR DB2, DB2 Store Procedures, JCL, PROCS, MQ Series Utility, SYNC SORT, SDSF, IBM Utilities Programs, COBOL  for z/OS and OS/390 V3R2, IBM30xx Hardware, TSO/ISPF, WINDOWS NT, MS OFFICE, etc.

**EDUCATION**

**A.A.S COMPUTER PROGRAMMING and SYSTEMS,**

**LaGuardia Community College**

31-10 Thomson Ave,

Long Island City, NY 11101

**Certificate SAP/BW Developer,**

**RADIAN SYSTEMS,**

107 Corporate Blvd,

South Plainfield NJ 07080

Classes included the following topics:

**SAP** Components: Analysis, data storage and management, **BW, R3, transformation and**

**Loading, extraction, data administration** (i.e. extractors, info objects, info sources, update

Rules, transfer rules, **info cubes**, **info packages**, process chains, queries, structures, etc),

**Data Modeling.**

**REFERENCES**

**Available Upon Request.**