

STEPHEN SNEED

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SUMMARY OF QUALIFICATIONS

A results-oriented professional with excellent qualifications in **PROGRAMMING & SOFTWARE DEVELOPMENT**. Interface effectively with all levels of clientele, staff, management and IT teams. Command outstanding analytical and problem-solving skills. Successfully plan and coordinate all stages of large, complex projects. Work well independently, as part of a collaborative team, or in a leadership capacity. Deliver a history of achievement and a strong work ethic.

Key Strengths Include:

- Extensive background servicing both internal departments and outside clients including development of customized reporting from large datasets.
- Communicate closely with clients to determine requirements and ensure satisfaction with finished work.
- Experienced in all areas of software development from concept, strategy, planning, design, diagnostics and testing.
- Successfully explain complex technical information in clear terms, and train users in new systems.

PROFESSIONAL EXPERIENCE

KAISER PERMANENTE - VARIOUS LOCATIONS (2002 TO 2024)

Systems Admin Consultant

Supported the www.KP.org website and multiple mobile applications. Created and maintained synthetic monitoring scripts that also collected site availability numbers weekly. Collaborated with the SRE team to create and support API synthetic scripts for monitoring pre-production services for defects. Supported Dynatrace and Blue Triangle implementations for monitoring both backend services and real users. (2016 to 2024)

PROJECTS INCLUDED:

- ***Synthetic Monitoring / Migration for Web & Mobile Systems*** - Used HP BSM to migrate into Blue Triangle. Converted tools and formats. Acted as liaison on scripts. Tested features for functionality.
- ***New Synthetic Scripts for Phone & Android Apps*** - Designed/produced new reports for off-shore team to present to senior management. Updated content and scripts. Coordinated testing. Improved Help Desk issues.
- ***API Synthetics with Site Reliability Engineer Team*** - Created new synthetics to validate changes and provide data for production.

Senior Systems Programmer - IBM/Kaiser Permanente

Used Tivoli to monitor servers and websphere. Created multiple log file monitors. Acted as liaison with support teams from operations, finance, marketing and administration. Worked closely with clients to develop application-specific Tivoli monitors, including custom ITM5 resource models and TEC adapters. (2016 to 2024)

- Completed multiple migrations and software updates within Tivoli.
- Designed/deployed ITM6 monitoring, including Omegamon for messaging and ITCAM for web resources.
- Implemented numerous proactive custom monitors to improve the user experience (UX).
- Improved reliability, efficiency and supportability of the Tivoli infrastructure.

Account Engineer - IBM - Irvine, CA

Served on pre- and post-sales support teams for key accounts, including Southern California Edison and Southwest Gas Company. Developed technical proposals for Fortune 1000 prospective clients. Conducted onsite technical evaluations. Designed customer demos. Promoted from **Systems Engineer**. (1997 to 2001)

- Won "Account Engineer of the Year" award in 1998.
- Instrumental in closing the region's largest Application Performance Management deal in 2000.

Systems Engineer - Platinum Technology - Atlanta, GA

Managed technical aspects of software transactions. Conducted product installations, demonstrations, and customer training. Also handled security and storage management responsibilities. (1995 to 1997)

EDUCATIONAL BACKGROUND

M.S. Degree / Computer & Information Sciences • University of Alabama at Birmingham

B.S. Degree / Computer Sciences • University of Tennessee at Chattanooga

Fullstack Development Coding Bootcamp • UCI Extension (*In Progress*)

Training: HIPAA • SRE Foundation Certificate • Security • Dynatrace • Blue Triangle

Technical Skills Include: MS Office Suite • Splunk • HP BSM • Dynatrace • Blue Triangle • Perfecto • JMeter
WebEx • MS Teams • C • Pascal • Java Script • Perl • Python • Shell Scripting • Linux • Windows OS • Mac OS

Open to Remote Work

References Available Upon Request