



# Thomas Carter

## Seasoned IT Professional

Successful IT Professional with years experience in Fortune 100 Companies. Expertise in the areas of communicating technical functionality to non-technical people, process improvement, training, and customer enhancements. Always flexible and change adaptable.

## Work Experience

### Fulfillment Ambassador

Amazon

July 2016 - August 2017

Provides quality inventory control by identifying defects. Train day one employees as well as cross-train existing staff.

### Operations Analyst

Blue Cross Blue Shield MN

2004 - 2007

Automated Operations of the host systems using primarily OPS/MVS

Key contributions:

- Reduced inefficiencies in the automation code by more than 60% on all lpars by consolidating programs/rules and eliminating unnecessary code.
- Saved the company thousands of dollars per month by leading and completing the conversion of all mainframe Netview automation processes to OPS/MVS by creating a new REXX program and RDF table (for SQL queries).
- Improved efficiencies in problem management by converting console WTO/WTOR (Write to Operator Replies) to automated problem tickets on Tivoli.

### Computer Scheduling Analyst

Alternative Resources Corporation

2004 - 2004

SME for IBM Global Services effort to convert from Zeke/Zebb computer scheduling software to Jobtrac/CA11 on the Ameriprise systems.

Key contributions:

- Significantly advanced the conversion of several applications while managing many of the issues on the project plan and providing expert advice to the team.

### Systems Management Integration Professional

International Business Machines

1999 - 2003

Automated Operations of the host systems using several software products.

Key contributions:

- Continuously improved processing environment for the customer by maintaining over 1 million lines of automation code and providing on-call support.
- Ensured a seamless approach to our mainframe scheduling conversion project through role as SME(subject matter experts).
- Negotiated with customers to improve many of their enhancement requests without compromising their effectiveness.

- Enhanced automation processes by successfully converting from AF-Operator software to more reliable and robust OPS/MVS.

## Staff Engineer

American Express Financial Advisors

1993 - 1999

Technical leadership of the batch scheduling process.

Key contributions:

- Provided technical leadership for the scheduling team by teaching advanced scheduling methods, resulting in more consistent and flexible service to clients.
- Eliminated delays to the customer's batch processes by designing a system to initiate batch flow, eliminating unnecessary handoffs and creating greater time efficiencies.
- Designed and taught a two hour class on scheduling and rerun software for broad technical audience resulting in increased product knowledge for application programmers, operations personnel, and technical support.
- Reduced expenses by working in a dual role as analyst for the continuous disaster recovery project to ensure all critical files to the business were backed up daily at a synchronized time.

## Education

### Web Development Bootcamp, April 2018 - June 2018

Udemy course online: Instructed by Colt Steele

### Javascript Introduction, January, 2018 - March, 2018

EDX online course: Instructed by Michel Buffa (W3C)

### Lynda (online), 2017

HTML and CSS classes

### Metro State University, graduated 1991

Self-designed B.A., Business and Communications

### OpsXchange CA and Protech, Pittsburgh, PA

OPS/MVS related classes

# Let's Keep in Touch!

[thomas.s.carter@live.com](mailto:thomas.s.carter@live.com)

[LinkedIn](#)

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