

SR. CONSULTANT

Professional Summary

A dedicated, versatile, and results-driven professional with 20+ years of IT experience. A proven track record with ability to work well with others to achieve common goals, resolve conflicts, and manage external relationships. Demonstrates leadership skills by a track record of achievements and contributing to a positive work environment while motivating others to accomplish goals themselves. Highly self-motivated, self-directed, and attentive to detail. Ability to effectively prioritize and execute tasks in a high-pressure environment. Extensive experience working in a team-oriented and collaborative environment. Ability to solve problems with the available information, prioritizing, and making timely decisions. Outstanding project and program leader; able to coordinate and oversee all phases of project-based efforts. Strong analytical and decision making skills.

Core Qualifications

Software/Application: MVS Sysplex Environment, TSO, ISPF, JCL, JES2, SDSF, IMS, DB2, Ops/MVS, REXX, Thruput Manager, Workload Manager, Automate, SYSVIEW, Omegamon, Remedy, Omegaview, CICS, Strobe, RMF, SMS, Unix, Java Scripts, Windows 9x/NT, Microsoft Office Suite (Outlook, Word, Excel, OneNote, Powerpoint, and Project), Unix, SUN, Solaris, SNMP, IBM/AIX, Tivoli, TSM, CA-1, CA-7, Autosys, ESP, CA-DE, Control-M, Control-EM, Zeke, Zebb, Zack, Jobtrac, Scheduler, Candle Monitor Workstation, Robot Scheduler, Netview, XPTR, Java Scripting, TCP/IP

- Hardware: BM Rxx & Zxx Processors, SUN Processor, IBM RS/6000, STK Automated Tape Silos, Hitachi 7700, EMC DASD, AS/400, OS/390, VSM

Experience

Sr. Consultant

June 2015 to November 2015 Company Name - City , State

- Part of a team specializing and applying solutions for Workload Automation needs.
- Proactively recognized and assessed problematic areas and applied 'best practices' solutions when needed
- Created and modified application schedules in the Workload Automation product for the Application Development Team Setup and executed quality testing for all environments
- Provided training and documentation to development teams Acted as a liaison between business units

Consultant/Sr. Consultant

September 2004 to April 2015 Company Name - City , State

- Part of the Professional Services team both for M/F and Open Systems.
- Created, debugged and modified complex job schedules using CA Workload Automation in different platforms.
- Focused on meeting deadlines while practicing customer service.
- Communicated effectively with all levels of management while providing the progression with the implementation.
- Strong analytical background to determine and make the right decision in quick and timely manner.
- Experience included a range of initiatives in pre-sales, sales, post-sales, planning, analysis, and implementation of solutions.
- Promoted effective coordination as a liaison between with all business units
- Effectively instructed training sessions for the customers
- Demonstrated documentation skills in processes, test and implementation plans, and training outlines
- Utilized CA Services Best Practices to accurately and efficiently implement products within the client environment
- Serve as a Subject Matter Expert in the products to help resolve complex and technical issues that came from product implementation and/or product functionality

Data Center Team Lead

April 2000 to September 2004 Company Name - City , State

- Managed, coached, mentored, and led a team of direct reports which oversaw the data center operations from the daily batch processing and scheduling, tape librarians, change management, incident ticketing, networking, monitoring and availability of all functional equipment for the Office Depot stores worldwide.
- Verified all escalation was handled properly if crisis arose.
- Made sure the team was focused on customer satisfaction.
- Able to spot trends and applied preventative policies and procedures.
- Oversaw the batch cycles which included fulfilling a role to implement projects and enhancing processes
- Demonstrated ability to apply IT in solving business problems
- Defined and communicated project milestones, service level agreements, and resources
- Wrote and issued employee appraisals, setup work schedules, developed daily and weekly reporting, and involved in empowering employees
- Accounted for overall system performance (mainframe and AS/400), maximizing resources to enhance batch workload and CPU resources
- Accountable for all the networking and POS systems at the Office Depot retail stores

Data Center - Professional/Team Lead

November 1990 to April 2000 Company Name - City , State

- Part of the data center operations team which oversaw the daily batch processing and had numerous responsibilities over the years of employment ranging from tape librarian to a successful team lead.
- Coordinated a test system to develop a better scheduling and Business Resumption process to eliminate redundant workload Applied the daily Change Management tickets
- Acted as a liaison for Allstate International companies to setup daily workload schedules.
- In 1997, acted as a consultant with local management, Allstate home office personnel, and Motorclub personnel to migrate all functionality to Illinois Served as a SME (subject matter expert) in DB2, IMS, and other Allstate accountabilities Supported and performed responsibilities for the weekend of IMS and DB2 database backup utilities.
- Performed recoveries, image copies, pointer checkers, stacked utilities, timestamp recoveries, etc.
- Part of the Business Resumption (BR) team which managed system resources and batch schedules during catastrophic disasters.

Education

Bachelor of Science : Computer Information Systems Wingate University - City , State Computer Information Systems

Actively pursuing PMP and Scrum Master certifications

Skills

IBM/AIX, Application Development, AS/400, Automate, Automation, backup, CA-1, CA-7, Change Management, CICS, CA, Hardware, consultant, CPU, client, customer satisfaction, customer service, DASD, database, documentation, senior management, financial, functional, home office, IBM, DB2, MVS, image, IMS, ISPF, Java Scripts, Java Scripting, JCL, JES2, team lead, letters, librarian, mainframe, managing, meetings, mentor, Excel, Microsoft Office Suite, Office, Outlook, Powerpoint, Windows 9, NT, Word, Netview, networking, Omegamon, OS/390, personnel, policies, POS, processes, Processors, project management, quality, quick, reporting, retail, REXX, IBM RS/6000, sales, scheduling, Scrum, service level agreements, SMS, SNMP, Solaris, SUN, TCP/IP, telecommunication, time management, Tivoli, TSM, TSO, Unix, utilities