OBJECTIVE

Seeking a technical position in a company committed to its customers and its employees. I am looking for a posiotion with varied technical challenges supporting customers and resolving their problems.

SKILLS

Languages - Assembler, PL/AS, Pascal, PL/I, C, JCL, , COBOL, BASIC, Script

Operating systems - MVS, VM, CICS.,DB2, OS/2

Software - MVS, DFP, VSAM, TSO/E, SDSF, ISPF/PDF, JES2, JES3, SMF, IPCS, RMF, OMEGAMON, CLISTs, SMP/E, CBIPO, CBPDO

EXPERIENCE

Compuware Corporation   Los Gatos, CA
Software Engineer   8/94-present

Product Maintenance, design and development of COMPUWARE products in ASSEMBLER language.

Provided technical support for customers and sales support team

Developed and implemented education/training plan for new employees of Shared Services.

Liaison between Compuware Shared Services and COMPUWARE product groups.

Merrill Lynch   New York, NY
Systems Analyst   1/94-6/94

Upgraded MVS operating system to 4.3. Packaged usermods and customized application software.

Installed and customized various vendor products on the MVS 4.3.

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IBM Corporation   Poughkeepsie, NY
Senior Systems Programmer   1986-1994

Lead technical support for SMP/E/CBIPO/CBPDO and RMF.
Supervised and trained junior programmers.
Interfaced with customers to provide solutions to MVS operating system
problems.
Proficient with code utilizing ISPF Dialog Manager and MVS internals.
Installation and packaging support for products and maintenance including user
applications.
Installed MVS/XA, MVS/ESA, CICS and IMS CBIPO on IBM test sites.
Assisted customers with RMF reports for capacity planning and performance
monitoring.
Participated in Malcon Baldridge quality assessment and implementation of ISO
standards.
Seminars:
Designed and Implemented SYSTEMS PROGRAMMER EDUCATION seminar
The Seminar included education in the following topics:
MVS 4.3 installation
Hardware and software configurations
SMP/E
Cloning procedures
IOCP, MVSCP and system catalogs
IPLs
Debugging techniques for standalone and svc dumps
Provided several seminars in Packaging and installation techniques using SMP/E

Programmer Technician   1983-1986
IBM 8100 Distributed Database systems
DPPX/DPCX Disoss
Responsibilities included component and regression tests of both
newfunctionsand and maintenance.

EDUCATION
Marist College   Poughkeepsie, New York
Bachelor of Science, Computer Science   May 1989
Academic Dean's List

AWARDS
Formal and informal achievement awards
Several customer commendations and appreciation letters.
Vice Chair, Computing Club of Dutchess Community College.

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