

SR Computer Operator



Barnell Eggleston

Minneapolis, MN

Job Preferences:

Desired job title:	SR Computer Operator
Desired occupation:	Sr Computer Operator
Employment type:	Full time
Career status:	Active job seeker
Available to start:	04/2021
Additional notes:	Data Center Computer Operator Batch processes

Education:

09/1994 – 06/1997	DeVry Institute of Technology Bachelor's in Business Systems, Bachelor
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Work Experience:

10/2012 – Present	<p>Senior Computer Operator Christopher & Banks</p> <p>Monitor and control the computer systems applications and workloads with established routines, detect processing errors, and take action according to documented procedures. Run production jobs in a timely and efficient manner to ensure processing schedules and deadlines are met. Provide 1st and 2nd level support to quickly resolve production abends and system problems. Perform/monitor backups for all i5, AIX and windows servers. Maintain tape processing, which includes mounting and filing tapes timely and accurately.</p> <p>Performs daily media services activities including incoming and outgoing inventory of offsite client media. Documents inventory following the established standard processes and policies. Handles Incidents for restoration of systems via tape restoration processes. Provides disaster recovery testing support. Monitors and controls data center physical access by escorting visitors, clients, third party vendors, or other work personnel, in accordance with documented process. Verifies assigned Change or Incident records, confirms identity of equipment to be repaired or replaced. Verifies through verbal query, the purpose of visits, implementation plan for the work to be completed, validates approval of</p>
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change requests and when in doubt to escalates according to escalation contacts list.

07/2005 – 10/2012

Senior Computer Operator

Medtronic Inc

Works well in a multi-vendor, multi-platform environment, including AS/400, UNIX, RS6000, SAP, Robot Scheduler, INTEL, VMWARE, Tivoli Workload Scheduler and Microsoft servers. Successfully works in a world-wide networked environment, including CISCO routers, frame relay, T1's, T3's etc.

- * Acts as a focal point to analyze and produce a production schedule prior to installation in a effort to prevent application processing problems. Also, executes each process according to production schedules and works with operational tools (i.e, Robot, Maestro, change control, etc.) to ensure quality job processing. Ensures all pre-processing, job-processing, and post-processing deadlines are met.

- * Recognizes when problems occur with applications processing, computer systems, and communication networks. Refers to flowcharts and other process documentation to determine the cause of a problem. Takes the necessary corrective action for routine, Level one and some level two

problems in order to resume production processing. If needed, collects meaningful information and accurately conveys this information to personnel designated to solve some level two and level three problems.

- * Monitors the status of all computer systems and networks and recognizes when problems occur with application processing, computer systems, and communication networks.

Troubleshoots and resolves first level, some second and third level problems. Adjusts the production schedule to maximize system throughput.

- * Performs quality assurance steps on all computer processing activities to ensure accuracy and timelines. For example, monitors processing jobs to ensure all steps are executed, abnormal job terminations are handled in a timely manner, and print output is readable and delivered.

- * Provides training and coaching to Computer Operators with less knowledge of Processing schedule, procedures, and quality assurance steps.

- * Completes all logs and reports necessary for effective Data Center Operations.

Communicates pertinent information to appropriate personnel during shift turn over during a problem situation. Provides some training and direction, when necessary, to new personnel.

07/2005 – 07/2006

Senior Computer Operator

Allianz Life Insurance Co

IBM ESA 9000, AS/400, RISC/6000,)

- * Good understanding of mainframe systems and networks (MVS, NETVIEW TMON, TSO, JCL, SDSF, ISPF, JESII) for production LPAR and APPL LPAR system's and experience as an senior level computer operator able to analyze and make quick decisions in a high-pressure environment, identifies and implement ideas for improving and supporting operations and related projects as assigned.

- * Working on AS/400 and Unix Platform.

- * Performed Batch processing jobs, backups which involved tape backups.

- * Used AIX, Maestro, TSM backups on RIS/6000 platform

- * Used OpenView, Exceed on Sun Solaris, AIX OS

- * Executed processes according to production schedules, identified processing, system, and network problems.

- * Responsibilities include job scheduling, processing and monitoring

01/2004 – 07/2005

Senior Computer Operator

Medtronic Inc

Works well in a multi-vendor, multi-platform environment, including AS/400, UNIX, RS6000, NT, INTEL, PC's, and servers. Successfully works in a world-wide networked environment,

including CISCO routers, frame relay, T1's, T3's etc.

- * Acts as a focal point to analyze and produce a production schedule prior to installation in a effort to prevent application processing problems. Also, executes each process according to production schedules and works with operational tools (i.e, Robot, Maestro, change control, etc.) to ensure quality job processing. Ensures all pre-processing, job-processing, and post-processing deadlines are met.

- * Recognizes when problems occur with applications processing, computer systems, and communication networks. Refers to flowcharts and other process documentation to determine the cause of a problem. Takes the necessary corrective action for routine, Level one and some level two problems in order to resume production processing. If needed, collects meaningful information and

accurately conveys this information to personnel designated to solve some level two and level three problems.

- * Monitors the status of all computer systems and networks and recognizes when problems occur with application processing, computer systems, and communication networks.

Troubleshoots and resolves first level, some second and third level problems. Adjusts the production schedule to maximize system throughput.

- * Performs quality assurance steps on all computer processing activities to ensure accuracy and timelines. For example, monitors processing jobs to ensure all steps are executed, abnormal job terminations are handled in a timely manner, and print output is readable and delivered.

01/2003 – 08/2003

Senior Computer Operator

IBM

AS/400, RISC/6000)

- * Computer system monitoring, troubleshooting, daily management of production schedule batch processing using Robot scheduler, Robot alert and BRMS tape management system.

- * Good understanding of AS/400 systems while multi-tasking computer operations such as file transfers, desktop support and basic computer operations administrative task (passwords, authorizations, queue management, workflow), IPL's, PTF's, system saves, backups, and installs for software upgrades for JD Edwards, and BPCS applications.

- * Help Desk support for Remedy Action Request System for after hours help desk coverage to end users including coordination with remote problem management systems / Email systems and support (lotus notes).

10/2001 – 01/2003

Senior Computer Operator

General Mills / Pillsbury Company

AS/400, IBM ESA 9000, OS/390, HP9000, HP3000)

- * Computer system monitoring, control, problem reporting, troubleshooting, support coordination and resolution in a 24X7 operation.

- * Daily management of production schedule batch processing using Robot scheduler, Robot alert, OPEN VIEW, TIVOLI, SAP, SQL server and AUTOSYS, CA7 scheduler with Veritas, BRMS, TMS tape management system.

- * Good understanding of mainframe systems and networks (MVS, AFOPER, NETVIEW TMON, TSO, JCL, SDSF, ISPF, JESII) for production LPAR and APPL LPAR system's and experience as an senior level computer operator able to analyze and make quick decisions in a high-pressure environment, identifies and implement ideas for improving and supporting operations and related projects as assigned.

- * Handling multiple task with focus on details, such as file transfers, desktop support and basic computer operations administrative tasks (passwords, authorizations, queue management, workflow), IPL's, PTF's, system saves, backups, and installs for software upgrades for JD Edwards, Mapics and BPCS applications.

- * Help Desk support for Remedy Action Request System for after hours help desk coverage to end users including coordination with remote problem management systems / Email systems and support (lotus notes).

05/2001 – 10/2001

Senior Computer Operator

Conseco Finance Corp

AS/400 MODEL 740, HP9000)

- * Responsible for coordinating the day to day operations of production jobs in a multi-platform environment monitoring and supporting production schedule batch processing and users request under Robot scheduler, Robot alert with BRMS tape management and 3490 auto tape subsystem unit.
- * Knowledge of unix operating system including autosys scheduler and veritas, pc aptitude / knowledge.client access for OS400, windows NT for LAN/WAN. Systems. SQL server, query and unix support for oracle environments.
- * Performed IPL's, PTF's, system saves, backups. Answered questions regarding the operations and maintenance of the computer hardware and all specific jobflows, also. contacted appropriate level of support when problems arose.
- * Support our customer focused IT standards, procedures, service level objective ensures that systems and processes were consistently performed accurately and efficiently, with timely delivery.

11/1999 – 05/2001

Senior Computer Operator

Katun Corporation

AS/400, IBM ESA9000, OS/390, HP9000)

- * Responsible for coordinating the day-to-day operations of production jobs using the AS/400 and IBM mainframe, UNIX and ORACLE applications.
- * Monitor successful completion of daily production schedule batch jobs and end -of -day procedures for JD Edwards and mainframe applications.
- * Responsible for IPL's, PTF's, system saves, backups, TMC, installs, monitoring system.

12/1998 – 11/1999

Recovery Specialist

SunGard Recovery Services, Inc

AS/400 Technical Support)

- * Responsible for supporting AS/400 infrastructure, which includes approximately 25 AS/400s worldwide.
- * Supported other departments including client services, professional services and operations.
- * Maintained hardware and software upgrades for JD Edwards applications.
- * Performed billable project work for clients.
- * Responsible for work management / performance tuning / capacity planning.
- * Communication protocols SNA, TCP/IP, APPN.

08/1998 – 12/1998

Information Services Support Specialist

Williams Electronics Games, Inc

AS/400 Model 730)

- * Responsible for daily operations on the AS/400 maintained CA-PRMS using Robot scheduler and Robot alert with BRMS tape management system , 3570 tape unit. Also supported client access and TCPIP support with windows NT.
- * Used order entry for EDI using Sterling Software and Telink Trading Partner setup for warehouse distribution including back-ups, IPL's, PTF's. device configuration, system saves, while monitoring system activity. user profiles and CL programming.

05/1998 – 08/1998

Help Desk Technician / Computer Operator

Celtic

Help desk

AS/400 Model 620, HP9000)

* Responsible for daily operations on the AS/400, TCP/IP support, Windows NT, client access , AIX operating system using solaris and sybase applications with desktop support for unix and oracle environments.
* Robot scheduler, Mapics applications for production environment.

04/1998 – 05/1998

Senior Computer Operator

Culligan

Responsible for day-to day operations, supporting CA-PRMS application also using Robot scheduler, Robot alert, and BRMS tape management system.
* Supervised one operator.

02/1997 – 04/1998

System Administrator

Exhibitgroup / Giltspur

AS/400 Model 530, RISC/6000, S/36)

* Responsible for daily operations of AS/400, RISC/6000 and S/36, monitoring systems, desktop support and client access for OS/400. Responsible for system's hardware device configuration for workstations, printers, pc's and other devices. Managing jobs and printed reports, system performance, work management and SQL query, user interface. CA-PRMS and Robot scheduler, system security, work with windows NT, for LAN/WAN system. SQL server and unix support for sybase.

01/1997 – 02/1997

Help Desk Technician/Console Operator (IBM ESA)

Blue Cross Blue Shield of Illinois

Help desk

9000, AS/400 OS/390, HP3000)

* Responsible for daily operations on the mainframe, monitoring and supporting user request under software application CA7, NETVIEW, TMON, UNIX, TSO, JCL, ISPF, SDSF, JESII , VPS, also end of day processing for production and test environment. system's hardware, device configuration, desktop support, client access and CA-PRMS application, AIX operating system.
* Supervised 3 operators for day-to-day operations.

01/1996 – 01/1997

Senior Computer Operator

Churny Company, Inc

AS/400 Model 300)

* Responsible for daily operations of AS/400, including running production jobs, back-ups, perform IPL's , PTF's. work with windows NT, windows for work groups and LAN manager for LAN/WAN system. end of day processing, monitoring system and Order EDI using Sterling software

and Telink Trading Partner set up. Also maintained Mapics and MRC applications for MFG and plant distribution hardware and device configuration. desktop support and client access.
* Supervised one or more operators for day-to-day operations.

07/1995 – 12/1995

Senior Computer Operator

Aon Corporation

AS/400, IBM 3090, OS/390)

* Daily operations in a multi-system environment consisting of five AS/400s (models 310, 300, F90, B90, B70) and a IBM 3090. Responsible for system hardware and device configuration, desktop support and client access. windows NT LAN/WAN system supporting CA-PRMS application for end-of-day batch processing, IPL's, PTF's, system saves, backups, TMC, installs, monitoring system.

* Supervised 2 operators for day-to-day operations.

03/1990 – 07/1995

Senior Computer Operator

System Software Associates

AS/400, S/38, S/36)

- * Responsible for day-to-day operations in a multi-system environment.
- * Assisted users operating IBM AS/400 Models B70, B35 and S/38 Model 700 and IBM S/36.
- * Process software applications and coordinate production jobs and interchangeable file media at corporate headquarters while monitoring and supporting user requests.

03/1988 – 03/1990

Senior Computer Operator

Sandoz Crop Protection Corporation

AS/400, S/38, S/36 Vax 6220/3600)

- * Assisted users with operation of IBM AS/400, S/38, S36 and Digital Vax 6220 and 3600 systems using VMS and supporting Miktex telecommunications equipment.
- * Coordinated input and output, and processed accounting applications such as payroll and sales at the corporate headquarters.
- * Processed in-house functions such as plant inventory and distribution applications while maintaining production jobs and development under RPGIII, COBOL, and C, VMS languages.

04/1986 – 03/1988

Computer Operator

Arthur Anderson & Company

S/38, MVS/XA 3081, OS/390, Digital Vax 8700)

- * Worked in the MIS data center and the advanced systems center, conducting computer operation functions, monitored and supported computer processing.
- * Coordinated utilization of input/output, and interchangeable file media..
- * Scheduled machine utilization and oversaw control functions of IBM mainframe and midrange computers including IBM 3081, S/38, Wang VS100 and Digital Vax8700 under VMS.
- * Also operated under MVS/XA, DOS/VSE, IMS/DB1 and DB2 environment.
- * Executed production and ran scheduled jobs through prioritizing control.

Language Skills:

n/a: English

Skills:

n/a: Backups, AIX, Windows servers, data center, AS/400, UNIX, SAP, Robot Scheduler, VMware, Workload Scheduler, Cisco routers, Frame Relay, T1, quality assurance, IBM, mainframe, MVS, NETVIEW TMON, TSO, JCL, ISPF, Unix Platform, batch processing, RIS/6000 platform, OpenView, Exceed, SUN Solaris, AIX OS, job scheduling, System Monitoring, JD Edwards, Lotus Notes, IBM ESA 9000, OS/390, HP9000, Tivoli, SQL Server, AutoSys, VERITAS, AFOPER, Mapics, BPCS applications, Operating System, NT, LAN/WAN, Systems, OS/390, HP9000, IBM Mainframe, ORACLE applications, AS/400 infrastructure, JD Edwards applications, SNA, TCP/IP, APPN, EDI, back-ups, CL programming, Windows NT, client

access, Solaris, Sybase, monitoring systems, OS/400, printers, SQL, user interface, system security, LAN/WAN system, AS/400 OS/390, NETVIEW, TMON, CA-PRMS application, AIX operating system, windows for, LAN, IBM 3090, windows NT LAN/WAN, IBM AS/400, S/38, S36, Digital Vax 6220 and 3600, RPGIII, COBOL, C, VMS languages, MVS/XA 3081, Digital Vax, IBM 3081, MVS/XA, DOS/VSE, IMS/DB1, DB2, Active Directory, Call center, Technical Support, Customer Service, sales
