

## Curriculum vitae



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### Key Technical Skills

**Desktop:** Microsoft Windows NT/95/98/XP/Vista/Windows 7, IBM OS2, NETVIEW/AIX, Microsoft Word/Excel/ FrontPage/ Publisher/ PowerPoint/ Outlook, Adobe Dreamweaver, Hardware and Software installation. RM CC3 & CC4

Networks/Microsoft Server 2000/2003/2008 SBS 2003

**Main Frame:** TSO/ISPF, NETVIEW, OS390/MVS, JES2/3, OPC/E, JCL, DFSMS, DFHSM, OMVS, AS400, OMEGAMON, MAXM, IMS/DB2, RACF

### Current

#### From January 2003 Kent County Council & Self Employed

Part Time ICT Technician Kingsdown-Ringwoud Primary School

Part Time ICT Technician Deal Parochial School

Part Time ICT Technician Hornbeam Primary School

Part Time ICT Technician Wingham Primary School

Part Time ICT Technician Aycliffe Primary School

#### RM Certified Network Technician

Install Software, Set-up and Maintain Workstations/Laptops

Manage Network Build and Maintain School websites (Deal – Parochial)

#### PC Support Role

In addition to this, I also support Small Businesses in my local community providing them with Personal Computer support. This includes Web Design, Basic Application Training, PC rebuilds, Hardware and Software installation.

### Career History

#### September 2004 - July 2007 Brewood Education Centre

Part Time ICT Teacher Brewood Education Centre

Teach ICT KS3 & KS4 levels, Maintain Workstations

#### June 2000 – January 2003 National Westminster Bank

##### Shift Leader Grade P2 Appointed Officer

In June 2000 promoted to the role of Shift Leader. This involves managing 3 Teams of Operations Technicians 16 people in all. Responsibilities include delivery of 89 Mainframe Services to our customers, overtime budget management, Problem management and Appraisal and Development processes. Edit and Publish the Bridge Tour Document. To give a clear insight into the service that we provide to our customers. Produce Volumetric information Produce Incident and Problem statistics

#### 1994 – June 2000 National Westminster Bank London

##### Environment Team Leader Grade P2 Appointed Officer

For the last 2 years I have performed the role of Shift Leader for 6 months each year due to the Shift Leader performing other duties. Operations run within set overtime budget, 16 New Applications taken on in 1999 with no increase in staffing levels. Environment Team Leader role also covered Millennium Test Environment supported. Millennium role over period negotiated with no significant problems.

The Environment Team Leader Role involves managing a team of 4 Operations Technicians that monitor and control the banks IBM mainframe

platforms and Networks from a central location. A highly demanding technical role that also requires man management skills. Keep the Show on The Road. I am committed to and provide high levels of customer service within SLA/OLA time scales. 27 MVS images supported centrally Recognition Award received in 1999 for Millennium Test Environment Support.

#### **Windows NT support carried out from 1997 - 1998**

#### **1989 – 1994 Environment Team Member Grade IT8 Appointed Officer**

Working within a team of Operations Technicians as above. Making the transition from single centre operations to central operations whilst maintaining a high quality service Keying up the first projects into the Automated Scheduling package OPC Taking on Application and System recovery tasks.

#### **1986 –1989 Computer Operator Grade DP5**

Operating the Banks Mainframe computers IBM, Amdahl and Tandem operating skills

#### **1980 –1986 Computer Operator Grade DP4**

As above

#### **1970 – 1980 Peripheral Operator Grade BG2**

Various roles including Clearing, Tapes, Disks and Printers. Often running a small team of operators to provide a fast and efficient service to the mainframe operators.

### **Education & Training**

1964 – 1970 Barclays School Stevenage

- 6 'O' Levels

#### **Technical Training**

- RM CC4 Fast Track
- RM CC3 Networks for Technicians
- RM CC3 Application Integration
- Windows NT 3.5 Networking Technologies
- Introduction to Windows NT for Operations
- Fast Track to Windows NT
- MVS Internals
- Advanced MVS Operations
- Networking essentials
- Jes3 concepts
- Advanced VSAM
- NETVIEW for AIX

#### **Personal Training**

- Man Management course (Brathay Hall)
- Counselling for performance improvement
- Problem Solving Techniques
- Staff Reporting and Appraisal

### **Personal Information**

Marital status: Married

3 Children Aged 16, 18 & 20

### **Interests**

Song Writing, Recording, Football, Gardening, Swimming. PC's, Photography & Freemasonry