

MARK HERNANDEZ

2001 Victory Lane
Encinitas, CA 99999

999-555-9999
1MarkH1z1@yahoo.com

VP OF IT / APPLICATIONS DEVELOPMENT

**Technical Strategic Planning & Direction / Business Continuity / Capacity Planning
Cost Control & Reduction / Continuous Process Improvement / Data Center Operations
Project Management Change Management / Mainframe Applications / Risk Management
Software Customization / Systems applications, Testing & Training
Information & Demand Management / Service Level Agreements
Installation & Maintenance / Customer & Vendor Relations / OS & Online Systems
Enterprise System Infrastructure / Bilingual**

Strategic technical partner, provided strategic and tactical direction for all Enterprise server applications in Global Investor Division of banking industry leader **JP Morgan Chase**. Delivered millions in cost savings and charge back billings and significantly reduced execution time in operating system, storage management, performance tuning, capacity planning, and demand management. Planned, executed and managed full system lifecycles and led technical teams in planning, project delivery and production support.

Offer unique wealth of knowledge in mainframe systems/storage/performance tuning area, resulting in significant cost savings for company. Optimized organizational capability and effectiveness through continual improvement of resources to reduce defects. Established proactive problem prevention and educated and influenced business partner decisions surrounding mainframe functionalities.

Hands-on manager, always ready to take on difficult projects, tasks or problems. Utilize patience and expertise to dive deep into a problem, understand issues and arrive at an optimal solution. Build can-do teams for the task at hand and manage with relentless drive for success. Relate technical matters in lay terms.

Technical Skills: Operating Systems: ZOS, OS 390, MVS/ESA, MVS/XA, MVS/SP, VS1, VM XA/SP (1.2 & 2.2), JES II, JES III. **Software:** COBOL, ASSEMBLER, SMS, FDR, STROBE, SMPE, OMEGAMON, CICS TS 2.1, CICS4.1, CICS3.3, TSO/ISPF, JCL, Endeavor, IDCAMS/VSAM, FileAid, Abend-ID, CA7, NDM, Sungard (Invest one, Omnipay), MSOFFICE, Lotus Notes. **Hardware:** IBM Z9, 9762 I-G, 3090, 3084, 3081, 3033, 3031, and 4381.

MS, Computer Science and **BS**, Chemical Engineering, Pace University. Extensive leadership, management, and technical training (Capability Maturity Model, DB2 UDB Version 7 Transition, I-STROBE / STROBE, IBM MVS/ESA Conversion, IBM CICS Debugging and IBM CICS Recovery). Bilingual in English and Spanish.

PROFESSIONAL CAREER HISTORY & SELECTED NOTABLE ACHIEVEMENTS

JPMorgan Chase - New York, NY / Dallas, TX leading global financial services firm with assets of \$2.3T and operations in more than 60 countries.

AVP/Senior Technical Officer, 1997 to Present. Provided strategy and tactical direction for all Enterprise server applications in the division, including operating system, storage management, performance tuning, capacity planning and demand management. Developed and managed a 10-member production support team providing 24 x 7 support of in-house and vendor systems applications, ensuring client and business service level agreements were met. Key player in implementation and maintenance of Symmetrix Remote Data Facility as a point of failure recovery strategy.

- **Resolved software issues causing missed service level agreements (SLA's) with Asia and Europe, saving \$1.5M in CPU usage / charge back and one hour of processing every night.**
- **Identified and solved excessive batch processing time, reducing execution period 75%.**
- **Spearheaded conversion to IBM Storage Management System, saving \$250K annually in licenses.**
- **Spearheaded tech support move from New York to Dallas, reducing FTE costs 20%.**
- **Spearheaded project for global division, delivering three months early and saving \$300K.**
- **Reduced cost of operations, DASD and tape by migration to SMS and FDR logical backups, saving \$16M in charge back billing.**

Senior Systems Engineer, 1985 to 1997. Installed and maintained MVS, CICS, Remote Recovery Data Facility, and Intraday Disaster Recovery for five LPARs. Responsible for installation, maintenance and tuning of VM XA/SP (1.2 and 2.2) operating systems to accomplish business as usual for production and development systems, providing a test environment for conversion of MVS/SP to MVS/XA. Involved in coordinating/executing system-wide application stress testing performed at IBM's Gaithersburg facility.

- **Oversaw system stress test and was key player in expanding/upgrading hardware/software to accommodate 50% business growth increase.**
- **Relocated to and supported UK, as well as the US, during multiple closures, saving \$480K in contractor fees.**
- **Installed and helped debug new IBM Beta software and supported users 24/7, saving \$450K.**

Earlier technical experience with Drexel, Brown & Lambert