

# Resume Writing 101: A Real World Guide for the Mainframe Systems Programmer



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Session: 8903

PowerPoint slides: [Http://www.SPCI.net/share.pdf](http://www.SPCI.net/share.pdf)



# Agenda

1. Why you are a better systems programmer than resume writer.
  - Importance of feedback
  - Understanding your audience
2. Writing a resume that works
  - Length/Order
  - Format
  - Content
3. Miscellaneous tidbits and suggestions
  - Joe's resume pet peeves

# Part 1 - Why you are a better Systems Programmer than resume writer.



## Systems Programming feedback

- JCL error (dataset not found).
- SMP/E error (SD37, Insufficient disk space).
- Angry call from your boss.

## Resume Writing feedback

- “Thank you for your submission. We will evaluate your skills and get back to you.”
- “Thank you for your recent application, however at this time we have decided to pursue other candidates who more closely match our needs. We will contact you should your talents and abilities match a future opening.”



# Understanding your Audience (then)

## Resume Flow

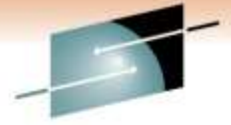
The good old days (before the internet)

- Find ad in the local paper
- Type cover letter
- Print/photocopy resume
- Address envelope
- Affix stamp
- Take letter to mailbox

**Applicant profile:** Local systems programmers.

**Result:** Company gets two or three dozen resumes.

**Audience:** Hiring Manager



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# Resume Flow – before the Internet



# Understanding your Audience (now)

## Resume Flow

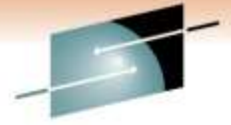
New and “improved” (with the internet)

- Just open a Web browser and search for jobs based on key words (or get a daily list emailed to you)
- Select job
- Click... attach... submit

**Applicant profile:** Local systems programmers, non-local sys progs who may or may not relo, non-U.S. sys progs with no work visa, non-sys progs who aspire to be sys progs, sys progs who only want contract work, anyone whose job key words match the key words in the job description...

**Result:** Company gets a few thousand resumes.

**Audience:** Human Resources



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# Resume Flow – using the Internet



## Part 2 – Writing a resume that works.

### Resume Length

- As long as it needs to be. As short as can be.
- Resumes are usually rejected for what is not there, not what is there.
- Don't make the reader go through endless pages to find what they want.
- Job descriptions should be in proportion to their recency.

### Information Order

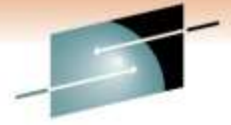
- Catch their attention right away or lose them forever.
- Most important information should be “Above the fold.”



# Above the fold...

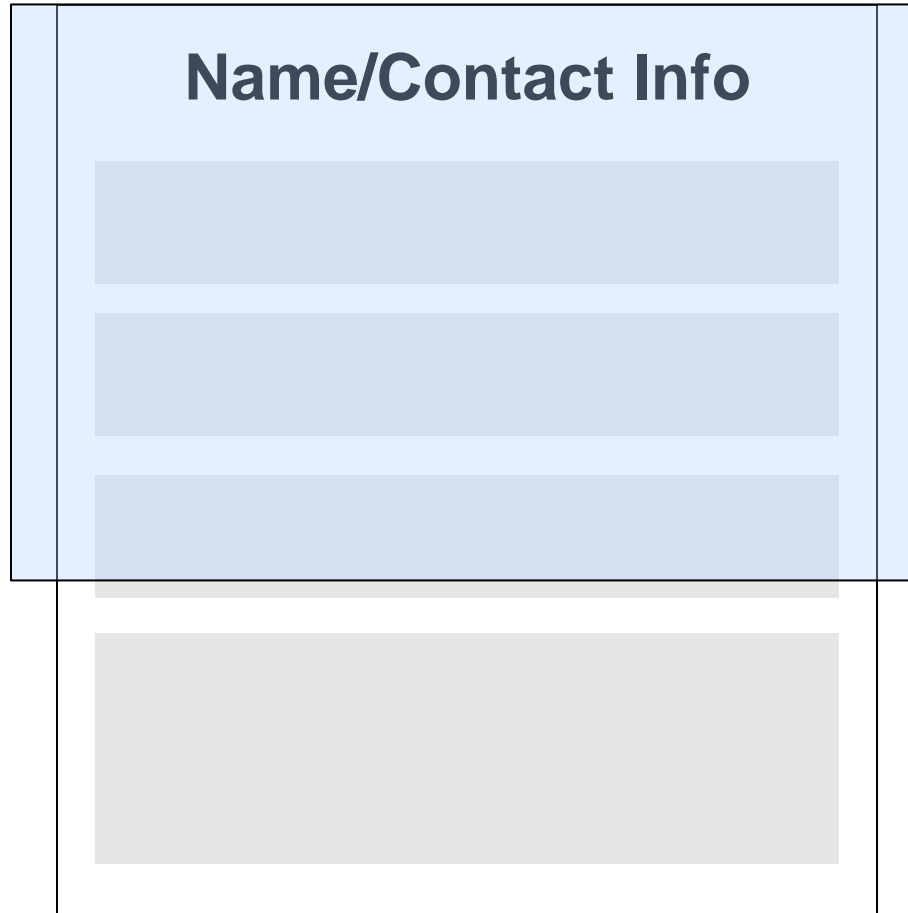


Most papers are delivered and displayed to customers folded up, meaning that only the top half of the front page is visible. Thus, an item that is "above the fold" may be one that the editors feel will entice people to buy the paper.



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# Resume Layout



# Resume Structure

## The standard format



- Objective
- Summary
- Individual Job Descriptions (one for each job)
  - company
  - dates
  - job title
  - job description
- Education
  - College
  - Vendor training

# Resume Structure

## “The Objective”



### OBJECTIVE:

- To secure a CICS systems programming position in a large z/OS shop.

### SUMMARY:

- Over 15 years experience as a CICS systems programmer which includes installation, configuration, troubleshooting and tuning of CICS/TS 3.1 and CICS Transaction Gateway 4.0 in a CICSplex SM (CPSM) environment.

### EXPERIENCE:

#### Acme Anvils

Apr. 2007-present

**Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions. Specific duties/accomplishments included:

- Lead person responsible for installation, customization and general system-level support for CICS/TS 3.1. Implemented CPSM across multiple MVS images for a large DB2 Data Sharing environment.

# Resume Objective

## Random Samples



- a) A challenging technical or managerial position offering growth opportunity, utilizing my skills in database administration and systems programming in an IBM/DB2 MVS environment.
- b) Seeking an opportunity to employ Mainframe Systems Administration skills in a company offering additional training and unlimited growth opportunities.
- c) To continue to develop my technical expertise and broaden my experience with multiple data processing platforms.
- d) A position where my background and experience can be utilized and expanded upon to make positive contributions to your company.
- e) To obtain a position within Information Services which will fully utilize my experience and provide the opportunity for advancement.
- f) A position where my background and experience can be utilized and expanded upon to make positive contributions to your company.
- g) Highly self-motivated and responsible individual seeks a challenging position that will enable me to utilize my organizational, technical and inter-personal skills.

# Resume Structure

## “The Summary”



### **OBJECTIVE:**

- ~~To secure a CICS systems programming position in a large z/OS shop.~~

### **SUMMARY:**

- Over 15 years experience as a CICS systems programmer which includes installation, configuration, troubleshooting and tuning of CICS/TS 3.1 and CICS Transaction Gateway 4.0 in a CICSplex SM (CPSM) environment.

### **EXPERIENCE:**

#### **Acme Anvils**

**Apr. 2007-present**

**Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions. Specific duties/accomplishments included:

- Lead person responsible for installation, customization and general system-level support for CICS/TS 3.1. Implemented CPSM across multiple MVS images for a large DB2 Data Sharing environment.



# Writing the Summary Guidelines



## Purpose:

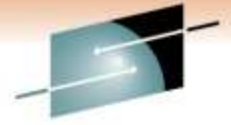
- To put a synopsis of your relevant expertise at the top of your resume where it is most noticeable.

## Do's

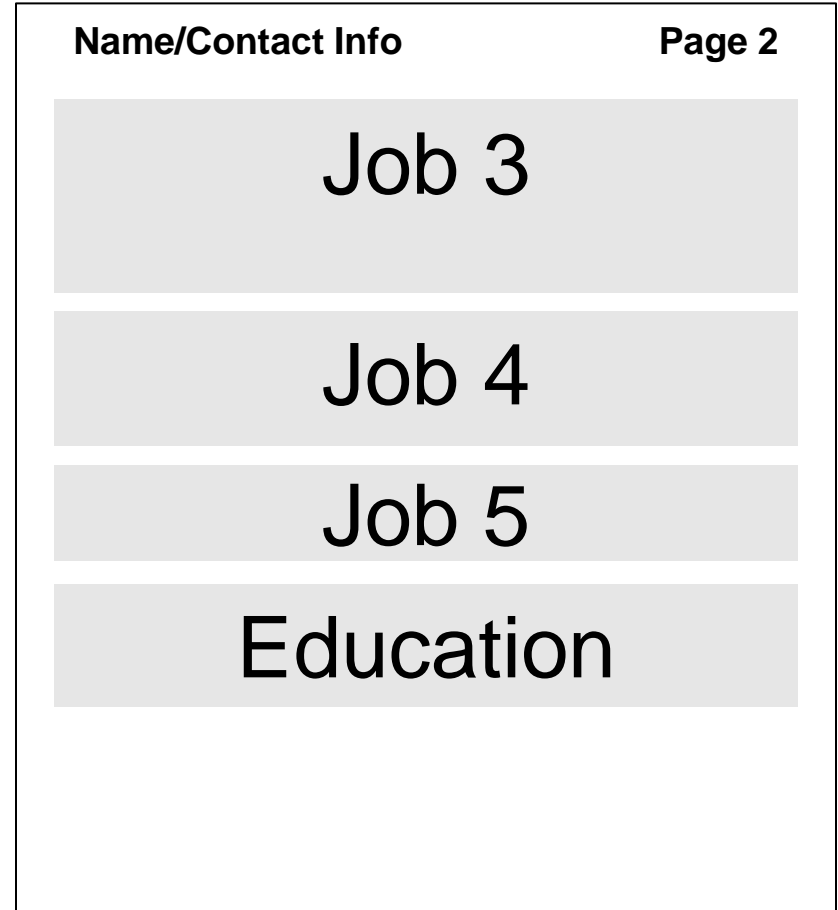
- Be general, it is not a replacement for job descriptions.
- Describe systems programming skills, not your personal attributes.
- Tailor it to the job for which you are applying.

## Don'ts

- Don't include skills not detailed in your resume.
- Don't use fluff words, phrases or adjectives (e.g., innovative, reliable, team player, insightful, enthusiastic, etc.).



# Resume Layout





# Resume Summary Bad Samples



- a) Highly organized, detail oriented professional with over 18 years experience in the information systems field. Work habits demonstrate discipline, responsibility and productivity. Exercises sound judgment and does not hesitate to go above and beyond. Excellent job performance and attendance records. Ability to work independently with minimal supervision or as part of a team.
- b) Over 40 years experience in data processing. 13 years in system programming which includes product support installation and maintenance of various software products. 30 years in computer operations.
- c) 30 plus years of experience in the information systems industry with knowledge in a broad array of technologies including: computer architectures, operating systems, data management and storage technologies, networking and software applications.
- d) I began my career rewriting RPG programs into Assembly Language programs so they would run in 32K of memory...

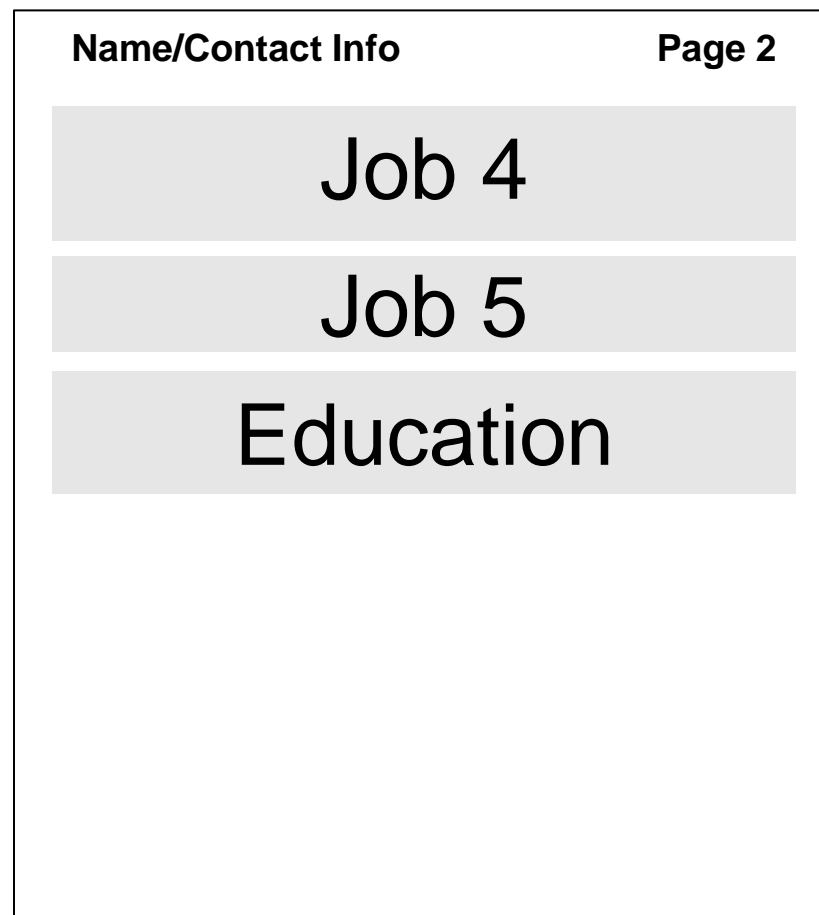
# Resume Summary

## Good Samples



- a) Lead DB2 systems programmer with extensive experience providing installation, maintenance, performance and tuning, customization, and problem determination of DB2 for z/OS through version 9 in Data Sharing environment. Additional expertise in DB2 UDB/LUW, DB2 Connect, and DB2 DBA support, including physical design of DB2 databases.
- b) Thirteen years experience as a CICS systems programmer which includes installation, configuration, troubleshooting and tuning of CICS/TS 3.1 and CICS Transaction Gateway 4.0 in a CICSplex SM (CPSM) environment.
- c) Over 20 years experience providing comprehensive systems programming support for MVS environments. This includes installation, customization, maintenance, tuning, and troubleshooting for z/OS, CICS/TS, DB2, MQSeries, RACF, and numerous supporting third party products and tools. Other areas of expertise include storage administration, exit coding (ALC), process automation (REXX), dump analysis (IPCS), and Disaster Recovery planning. Expert SMP/E installation and maintenance skills.

# Resume Layout



# Resume Structure

## “The Experience”



### OBJECTIVE:

- ~~To secure a CICS systems programming position in a large z/OS shop.~~

### SUMMARY:

- Over 15 years experience as a CICS systems programmer which includes installation, configuration, troubleshooting and tuning of CICS/TS 3.1 and CICS Transaction Gateway 4.0 in a CICS/Plex environment.

### EXPERIENCE:

**Acme Anvils**

**Apr. 2007-present**

**Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions. Specific duties/accomplishments included:

- Lead person responsible for installation, customization and general system-level support for CICS/TS 3.1. Implemented CPSM across multiple MVS images for a large DB2 Data Sharing environment.

# Job Description

## Sample Structure



### Opening Statement

**Lead CICS Systems Programmer (Apr. 2007-present)** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions. Specific duties/accomplishments included:

### Job Detail

- Lead person responsible for installation, customization and general system-level support for CICS/TS 3.1. Implemented CPSM across multiple MVS images for a large DB2 Data Sharing environment.
- Installed and customized CICS Transaction Gateway 4.0.
- Setup and maintained CICS-DB2 interface.
- Implemented CICS-TCP/IP socket interface.
- Troubleshot CICS-related system problems using TMON/CICS and full-region and transaction dump analysis (IPCS, Abendaid/CICS). Also diagnosed CICS applications-related problems and performance issues using CEDP, Xpeditor/CICS, and INTERTEST.
- [more]

# Opening Statement

Elements of an opening statement:

- Job function (not necessarily job title).
- Rank within group (and group size if you're a manager, lead or senior person).
- Areas of responsibility (very general).
- System size and configuration (LPARs, regions, versions, etc.).

# Opening Statement Samples



## Job function (not necessarily job title)

- **Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions.
- **Senior MVS Systems Programmer** - Senior person of a two-member team responsible for systems programming support of z/OS, CICS, DB2, VTAM, and storage administration.
- **DB2 Systems Programmer** - Responsible for DB2 systems programming support for 45+ DB2 subsystems running in a large Data Sharing, Parallel Sysplex environment.

# Opening Statement Samples



## Rank and Group Size

- **Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions.
- **Senior MVS Systems Programmer** - Senior person of a two-member team responsible for systems programming support of z/OS, CICS, DB2, VTAM, and storage administration.
- **DB2 Systems Programmer** - Responsible for DB2 systems programming support for 45+ DB2 subsystems running in a large Data Sharing, Parallel Sysplex environment.



# Opening Statement Samples



## Areas of Responsibility

- **Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions.
- **Senior MVS Systems Programmer** - Senior person of a two-member team responsible for systems programming support of z/OS, CICS, DB2, VTAM, and storage administration.
- **DB2 Systems Programmer** - Responsible for DB2 systems programming support for 45+ DB2 subsystems running in a large Data Sharing, Parallel Sysplex environment.

# Opening Statement Samples



## System Size and Configuration

- **Lead CICS Systems Programmer** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions.
- **Senior MVS Systems Programmer** - Senior person of a two-member team responsible for systems programming support of z/OS, CICS, DB2, VTAM, and storage administration.
- **DB2 Systems Programmer** - Responsible for DB2 systems programming support for 45+ DB2 subsystems running in a large Data Sharing, Parallel Sysplex environment.

# Job Description

## Sample Structure



### Opening Statement

**Lead CICS Systems Programmer (Apr. 2007-present)** - Lead technician of a four-member team responsible for systems programming support for CICS/TS 3.1 in a z/OS 1.7 Parallel Sysplex environment comprised of 250+ CICS regions. Specific duties/accomplishments included:

### Job Detail

- Lead person responsible for installation, customization and general system-level support for CICS/TS 3.1. Implemented CPSM across multiple MVS images for a large DB2 Data Sharing environment.
- Installed and customized CICS Transaction Gateway 4.0.
- Setup and maintained CICS-DB2 interface.
- Implemented CICS-TCP/IP socket interface.
- Troubleshoot CICS-related system problems using TMON/CICS and full-region and transaction dump analysis (IPCS, Abendaid/CICS). Also diagnosed CICS applications-related problems and performance issues using CEDP, Xpeditor/CICS, and INTERTEST.
- [more]

# Individual Job Description

## Job Detail



### Job elements

- System and subsystem installs
- Troubleshooting
- Performance Tuning
- Capacity Planning
- Communications
- Storage Administration
- Coding (exits/utilities)
- Program product installs/support
- Conversions/Upgrades
- Security Administration/support
- Backup support

# Individual Job Description

## Job Detail - Pseudo code

Goto most recent Job

Do while not EOF

→ Describe system and subsystem installs

Describe troubleshooting

Describe performance tuning

Describe capacity planning

Describe communications

Describe storage administration

Describe coding (exits/utilities)

Describe program product installs/support

Describe conversions/upgrades

Describe security administration/support

Describe backup support

Next Job

# System and Subsystem Installs

## Things you would include:

- z/OS
- z/VM
- z/VSE
- z/Linux
- CICS
- DB2
- IMS
- MQSeries

Detail your 1) current and past installs, 2) your level of involvement, and 3) the general system configuration.

# System and Subsystem Installs Samples



## Most Recent Install **Previous Install(s)**

- Solely responsible for the installation and customization of DB2 v8 across multiple z/OS 1.7 LPARs. **Previously installed DB2 v6 and v7.**
- Lead person responsible for installing z/OS 1.9 and setting up a Parallel Sysplex environment that supports large CICS (CPSM) and DB2 (Data Sharing) subsystems. **Previously installed z/OS 1.7 and participated in the installation of z/OS 1.4.**
- Senior member of a two-person team responsible for installation, customization and general system-level support for CICS/TS 3.1. **Solely responsible for previous installation of CICS/TS 2.2.**
- Assisted in installing z/OS 1.9 in a Parallel Sysplex environment. This included upgrading and testing all third party products in the new OS environment.

# System and Subsystem Installs Samples



## Configuration (for most recent install)

- Solely responsible for the installation and customization of DB2 v8 **across multiple z/OS 1.7 LPARs**. Previously installed DB2 v6 and v7.
- Lead person responsible for installing z/OS 1.9 and **setting up a Parallel Sysplex environment that supports large CICS (CPSM) and DB2 (Data Sharing) subsystems**. Previously installed z/OS 1.7 and participated in the installation of z/OS 1.4.
- Senior member of a two-person team responsible for installation, customization and general system-level support for CICS/TS 3.1. Solely responsible for previous installation of CICS/TS 2.2.
- Assisted in installing z/OS 1.9 **in a Parallel Sysplex environment**. This included upgrading and testing all third party products in the new OS environment.



# System and Subsystem Installs Samples



## Level of Involvement

- **Solely** responsible for the installation and customization of DB2 v8 across multiple z/OS 1.7 LPARs. Previously installed DB2 v6 and v7.
- **Lead person** responsible for installing z/OS 1.9 and setting up a Parallel Sysplex environment that supports large CICS (CPSM) and DB2 (Data Sharing) subsystems. Previously installed z/OS 1.7 and **participated** in the installation of z/OS 1.4.
- **Senior member of a two-person team** responsible for installation, customization and general system-level support for CICS/TS 3.1. **Solely responsible** for previous installation of CICS/TS 2.2.
- **Assisted** in installing z/OS 1.9 in a Parallel Sysplex environment. This included upgrading and testing all third party products in the new OS environment.

# Troubleshooting

## Things you would include:

- Problem type (general, CICS, network, etc.)
- Dump analysis
  - Dump types (systems, transaction)
  - Formatting
- Debugging tools (Abend-AID, GTF traces, etc.)
- System Monitors (Omegamon, TMON, NetView, etc.)
- Applications-related troubleshooting

# Troubleshooting Samples



## Problem Type

- **Provided extensive systems-related troubleshooting** using IPCS dump analysis, TMON/MVS, TMON/CICS, TMON/DB2, NetView, and GTF traces. Also assisted in solving applications-related abends using Abend-AID and Expeditor.
- **Troubleshot CICS-related system problems** using TMON/CICS as well as full-region and transaction dump analysis (IPCS, Abend-AID/CICS). Also diagnosed CICS applications-related problems and performance issues using CEDP, Xpeditor/CICS, and INTERTEST.
- **Troubleshot comm-related problems** using NetView, GTF and packet traces, NetStat commands, and IPCS dump analysis.

# Troubleshooting Samples



## Dump Analysis (dump type, formatting)

- Provided extensive systems-related troubleshooting using [IPCS dump analysis](#), TMON/MVS, TMON/CICS, TMON/DB2, NetView, and GTF traces. Also assisted in solving applications-related abends using Abend-AID and Expeditor.
- Troubleshot CICS-related system problems using TMON/CICS as well as [full-region and transaction dump analysis \(IPCS, Abend-AID/CICS\)](#). Also diagnosed CICS applications-related problems and performance issues using CEDP, Xpeditor/CICS, and INTERTEST.
- Troubleshot comm-related problems using NetView, GTF and packet traces, NetStat commands, and [IPCS dump analysis](#).

# Troubleshooting Samples



## Debugging Tools and Systems Monitors

- Provided extensive systems-related troubleshooting using IPCS dump analysis, [TMON/MVS](#), [TMON/CICS](#), [TMON/DB2](#), [NetView](#), and [GTF traces](#). Also assisted in solving applications-related abends using [Abend-AID](#) and [Expeditor](#).
- Troubleshot CICS-related system problems using TMON/CICS as well as full-region and transaction dump analysis (IPCS, Abend-AID/CICS). Also diagnosed CICS applications-related problems and performance issues using [CEDP](#), [Xpeditor/CICS](#), and [INTERTEST](#).
- Troubleshot comm-related problems using [NetView](#), [GTF](#) and [packet traces](#), [NetStat commands](#), and IPCS dump analysis.

# Troubleshooting Samples



## Applications-related Troubleshooting

- Provided extensive systems-related troubleshooting using IPCS dump analysis, TMON/MVS, TMON/CICS, TMON/DB2, NetView, and GTF traces. Also assisted in solving applications-related abends using Abend-AID and Expeditor.
- Troubleshot CICS-related system problems using TMON/CICS as well as full-region and transaction dump analysis (IPCS, Abend-AID/CICS). Also diagnosed CICS applications-related problems and performance issues using CEDP, Xpeditor/CICS, and INTERTEST.
- Troubleshot comm-related problems using NetView, GTF and packet traces, NetStat commands, and IPCS dump analysis.

# Performance Tuning

## Things you would include:

- Use of performance monitors and tools
- Extraction and analysis of source data
- Tuning efforts
  - Writing WLM policies
  - Adjusting buffer pools
  - Modifying IPS, ICS parms (older jobs)
  - Assisted applications programmers in optimizing their code
  - Implement threadsafe (CICS)

# Performance Tuning Samples



## Performance Monitors and Tools

- Designed and coded a wide variety of SAS programs to evaluate z/OS, CPU, I/O and storage performance statistics. These programs extracted and analyzed a variety of source data, including: MICS, MXG, and raw SMF records. Also used tools such as [TMON/MVS](#), [Omegamon](#), and [RMF](#) to monitor z/OS performance.
- Isolated CICS and DB2 transaction bottlenecks using [TMON/CICS](#), [TMON/DB2](#), [CICS PA](#), [DB2 PM](#), and SMF data analysis. Improved transaction performance via VSAM buffer tuning, CICS-DB2 thread tuning, and CICS log stream tuning.
- Identified network bottlenecks using [Network Vantage](#) and utilized [EMC's Symmetrix tools](#) to monitor SAN resources. Advised storage administration team members on ideal volume placement.
- Implemented WLM for 15 LPARs and set up Goal Mode policies based on specified business requirements.



# Performance Tuning Samples



## Extraction and/or Analysis of Source Data

- Designed and coded a wide variety of SAS programs to evaluate z/OS, CPU, I/O and storage performance statistics. These programs extracted and analyzed a variety of source data, including: MICS, MXG, and raw SMF records. Also used tools such as TMON/MVS, Omegamon, and RMF to monitor z/OS performance.
- Isolated CICS and DB2 transaction bottlenecks using TMON/CICS, TMON/DB2, CICS PA, DB2 PM, and SMF data analysis. Improved transaction performance via VSAM buffer tuning, CICS-DB2 thread tuning, and CICS log stream tuning.
- Identified network bottlenecks using Network Vantage and utilized EMC's Symmetrix tools to monitor SAN resources. Advised storage administration team members on ideal volume placement.
- Implemented WLM for 15 LPARs and set up Goal Mode policies based on specified business requirements.

# Performance Tuning Samples



## Tuning Efforts

- Designed and coded a wide variety of SAS programs to evaluate z/OS, CPU, I/O and storage performance statistics. These programs extracted and analyzed a variety of source data, including: MICS, MXG, and raw SMF records. Also used tools such as TMON/MVS, Omegamon, and RMF to monitor z/OS performance.
- Isolated CICS and DB2 transaction bottlenecks using TMON/CICS, TMON/DB2, CICS PA, DB2 PM, and SMF data analysis. **Improved transaction performance via VSAM buffer tuning, CICS-DB2 thread tuning, and CICS log stream tuning.**
- Identified network bottlenecks using Network Vantage and utilized EMC's Symmetrix tools to monitor SAN resources. **Advised storage administration team members on ideal volume placement.**
- Implemented WLM for 15 LPARs and set up Goal Mode policies based on specified business requirements.

# Capacity Planning

## Things you would include:

- Use of forecasting and modeling tools.
- SAS coding and source data analysis to project future workload growth and resource requirements.
- Cost savings and expenditure reductions.
- Tools used for charting, graphing and displaying capacity forecasts (e.g., Excel, PowerPoint, etc.).
- Presentations made to management.

# Capacity Planning Samples



## Forecasting and Modeling Tools

- Designed and coded SAS programs to extract and analyze MVS source data (SMF, RMF, MICS) and determine historical trends for:
  - CPU, memory, and storage utilization.
  - CICS, DB2, MQSeries, and batch transaction statistics.
  - System-related channel activity (tape, DASD).
- Utilized modeling tools ([Best/1](#), [PerfMon](#)) to forecast resource requirements and justify hardware upgrades to meet business service levels and future workload needs. Saved over \$3 million in unnecessary hardware upgrades.
- Presented workload trends and growth forecasts to upper-level management using Excel charts/graphs and PowerPoint presentations.
- Utilized [TeamQuest Model](#) to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.

# Capacity Planning Samples



## SAS Coding and Source Data Analysis

- Designed and coded SAS programs to extract and analyze MVS source data (SMF, RMF, MICS) and determine historical trends for:
  - CPU, memory, and storage utilization.
  - CICS, DB2, MQSeries, and batch transaction statistics.
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- Utilized TeamQuest Model to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.

# Capacity Planning Samples



## Cost Savings and Expenditure Reductions.

- Designed and coded SAS programs to extract and analyze MVS source data (SMF, RMF, MICS) and determine historical trends for:
  - CPU, memory, and storage utilization.
  - CICS, DB2, MQSeries, and batch transaction statistics.
  - System-related channel activity (tape, DASD).
- Utilized modeling tools (Best/1, PerfMon) to forecast resource requirements and justify hardware upgrades to meet business service levels and future workload needs. **Saved over \$3 million in unnecessary hardware upgrades.**
- Presented workload trends and growth forecasts to upper-level management using Excel charts/graphs and PowerPoint presentations.
- Utilized TeamQuest Model to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.

# Capacity Planning Samples



## Presentation Tools

- Designed and coded SAS programs to extract and analyze MVS source data (SMF, RMF, MICS) and determine historical trends for:
  - CPU, memory, and storage utilization.
  - CICS, DB2, MQSeries, and batch transaction statistics.
  - System-related channel activity (tape, DASD).
- Utilized modeling tools (Best/1, PerfMon) to forecast resource requirements and justify hardware upgrades to meet business service levels and future workload needs. Saved over \$3 million in unnecessary hardware upgrades.
- Presented workload trends and growth forecasts to upper-level management using [Excel](#) charts/graphs and [PowerPoint](#) presentations.
- Utilized TeamQuest Model to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.

# Capacity Planning Samples



## Presentations made to Management

- Designed and coded SAS programs to extract and analyze MVS source data (SMF, RMF, MICS) and determine historical trends for:
  - CPU, memory, and storage utilization.
  - CICS, DB2, MQSeries, and batch transaction statistics.
  - System-related channel activity (tape, DASD).
- Utilized modeling tools (Best/1, PerfMon) to forecast resource requirements and justify hardware upgrades to meet business service levels and future workload needs. Saved over \$3 million in unnecessary hardware upgrades.
- Presented workload trends and growth forecasts to upper-level management using Excel charts/graphs and PowerPoint presentations.
- Utilized TeamQuest Model to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.





The screenshot shows the TeamQuest website. The header includes the TeamQuest logo and tagline "Specializing in software for IT Service Optimization". Navigation tabs include "Solutions & Products", "About TeamQuest", "News & Events", "Resources", "Partners", and "Support". A search bar is present. The main content area features a "TeamQuest Model" section with a 3D cube icon. The text describes it as capacity planning software for predicting IT service performance. A list of bullet points details its capabilities: predicting resources for demand increases, identifying components that impact response time, finding the least expensive way to accommodate workload, and predicting performance impact of migrating systems. A sidebar on the right lists "Solutions & Products" with sub-items like "TeamQuest Model" and "TeamQuest Alert". Below this is a "Connect with TeamQuest" section with links for "Request 30-day trial", "Request online demo", "Find a Reseller", and "Subscribe". At the bottom, there are links for "Product Brochure" (English, 187 KB) and "White Paper" (Multi-System Modeling, 577 KB).

- Utilized TeamQuest Model to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.

# Communications

## Things you would include:

- All networking software and protocols installed, upgraded or supported.
- Network security configuration and monitoring.
- Network performance monitoring and tuning.
- SNA to TCP/IP migrations or support.
- FEP configuration and support.
- Any installs, coding or configuration which allows communication between platforms, products and/or LPARs.

# Communications Samples



## Software and Protocols Installed or Supported.

- Customized Comm Server for z/OS and its components (VTAM, TCP/IP, TN3270, and FTP).
- Coded VTAM and TCP/IP definitions for the implementation of Enterprise Extender.
- Provided all configuration changes for replacing FEPs with OSA cards and CIP routers.
- Configured Hypersockets to allow TCP/IP communication between LPARs.
- Provided installation and customization of network-related products such as Connect:Direct, NetSpy, OSPF, and Tivoli NetView.
- Utilized NetSpy to resolve network performance and response time issues.
- Designed and coded a VTAM session management exit to provide SNA network security.
- Performed regular NCP gens for two Comten 3690 FEPs.

# Communications Samples



## Network Security Configuration and Monitoring

- Customized Comm Server for z/OS and its components (VTAM, TCP/IP, TN3270, and FTP).
- Coded VTAM and TCP/IP definitions for the implementation of Enterprise Extender.
- Provided all configuration changes for replacing FEPs with OSA cards and CIP routers.
- Configured Hypersockets to allow TCP/IP communication between LPARs.
- Provided installation and customization of network-related products such as Connect:Direct, NetSpy, OSPF, and Tivoli NetView.
- Utilized NetSpy to resolve network performance and response time issues.
- **Designed and coded a VTAM session management exit to provide SNA network security.**
- Performed regular NCP gens for two Comten 3690 FEPs.

# Communications Samples



## Network Performance Monitoring and Tuning

- Customized Comm Server for z/OS and its components (VTAM, TCP/IP, TN3270, and FTP).
- Coded VTAM and TCP/IP definitions for the implementation of Enterprise Extender.
- Provided all configuration changes for replacing FEPs with OSA cards and CIP routers.
- Configured Hypersockets to allow TCP/IP communication between LPARs.
- Provided installation and customization of network-related products such as Connect:Direct, NetSpy, OSPF, and Tivoli NetView.
- Utilized NetSpy to resolve network performance and response time issues.
- Designed and coded a VTAM session management exit to provide SNA network security.
- Performed regular NCP gens for two Comten 3690 FEPs.

# Communications Samples



## SNA to TCP/IP Migrations or Support

- Customized Comm Server for z/OS and its components (VTAM, TCP/IP, TN3270, and FTP).
- Coded VTAM and TCP/IP definitions for the implementation of Enterprise Extender.
- Provided all configuration changes for replacing FEPs with OSA cards and CIP routers.
- Configured Hypersockets to allow TCP/IP communication between LPARs.
- Provided installation and customization of network-related products such as Connect:Direct, NetSpy, OSPF, and Tivoli NetView.
- Utilized NetSpy to resolve network performance and response time issues.
- Designed and coded a VTAM session management exit to provide SNA network security.
- Performed regular NCP gens for two Comten 3690 FEPs.

# Communications Samples



## FEP Configuration and Support

- Customized Comm Server for z/OS and its components (VTAM, TCP/IP, TN3270, and FTP).
- Coded VTAM and TCP/IP definitions for the implementation of Enterprise Extender.
- Provided all configuration changes for replacing FEPs with OSA cards and CIP routers.
- Configured Hypersockets to allow TCP/IP communication between LPARs.
- Provided installation and customization of network-related products such as Connect:Direct, NetSpy, OSPF, and Tivoli NetView.
- Utilized NetSpy to resolve network performance and response time issues.
- Designed and coded a VTAM session management exit to provide SNA network security.
- Performed regular NCP gens for two Comten 3690 FEPs.

# Communications Samples



## Facilitation of Comm Between Platforms, etc.

- Customized Comm Server for z/OS and its components (VTAM, TCP/IP, TN3270, and FTP).
- Coded VTAM and TCP/IP definitions for the implementation of Enterprise Extender.
- Provided all configuration changes for replacing FEPs with OSA cards and CIP routers.
- **Configured Hypersockets to allow TCP/IP communication between LPARs.**
- Provided installation and customization of network-related products such as Connect:Direct, NetSpy, OSPF, and Tivoli NetView.
- Utilized NetSpy to resolve network performance and response time issues.
- Designed and coded a VTAM session management exit to provide SNA network security.
- Performed regular NCP gens for two Comten 3690 FEPs.



# Storage Administration

## Things you would include:

- Hardware/Software
- Platforms supported
- DASD farm size
- Coding of ACS routines
- Disaster Recovery

# Storage Administration Samples



## Hardware/Software

- Performed *ad hoc* DFSMS storage administration support for over 30TB of mainframe data. Coded ACS routines to automate, streamline, and verify numerous backup-related functions.
- Installed Tivoli Storage Manager and provided back-up administration for more than 350 Unix servers.
- Implemented and led several successful Disaster Recovery exercises. Specific duties included configuring EMC GDDR parameters to automate disaster restart for host systems, applications, and EMC Symmetrix storage.
- Facilitated disaster recovery implementation by providing offsite asynchronous data replication using SRDF.

# Storage Administration Samples



## Platforms Supported

- Performed *ad hoc* DFSMS storage administration support for over 30TB of **mainframe** data. Coded ACS routines to automate, streamline, and verify numerous backup-related functions.
- Installed Tivoli Storage Manager and provided back-up administration for more than 350 **Unix** servers.
- Implemented and led several successful Disaster Recovery exercises. Specific duties included configuring EMC GDDR parameters to automate disaster restart for host systems, applications, and EMC Symmetrix storage.
- Facilitated disaster recovery implementation by providing offsite asynchronous data replication using SRDF.

# Storage Administration Samples



## DASD Farm Size

- Performed *ad hoc* DFSMS storage administration support for over **30TB** of mainframe data. Coded ACS routines to automate, streamline, and verify numerous backup-related functions.
- Installed Tivoli Storage Manager and provided back-up administration for more than **350 Unix servers**.
- Implemented and led several successful Disaster Recovery exercises. Specific duties included configuring EMC GDDR parameters to automate disaster restart for host systems, applications, and EMC Symmetrix storage.
- Facilitated disaster recovery implementation by providing offsite asynchronous data replication using SRDF.

# Storage Administration Samples



## Coding of ACS routines

- Performed *ad hoc* DFSMS storage administration support for over 30TB of mainframe data. Coded ACS routines to automate, streamline, and verify numerous backup-related functions.
- Installed Tivoli Storage Manager and provided back-up administration for more than 350 Unix servers.
- Implemented and led several successful Disaster Recovery exercises. Specific duties included configuring EMC GDDR parameters to automate disaster restart for host systems, applications, and EMC Symmetrix storage.
- Facilitated disaster recovery implementation by providing offsite asynchronous data replication using SRDF.

# Storage Administration Samples



## Disaster Recovery

- Performed *ad hoc* DFSMS storage administration support for over 30TB of mainframe data. Coded ACS routines to automate, streamline, and verify numerous backup-related functions.
- Installed Tivoli Storage Manager and provided back-up administration for more than 350 Unix servers.
- Implemented and led several successful Disaster Recovery exercises. Specific duties included configuring EMC GDDR parameters to automate disaster restart for host systems, applications, and EMC Symmetrix storage.
- Facilitated disaster recovery implementation by providing offsite asynchronous data replication using SRDF.

# Coding



## Things you would include:

- Utilities
- Exits

# Coding Samples



## Utilities

- Designed and coded (390/Assembler) JES2 and CICS exits.
- Coded REXX routines to automate CICS-specific functions and alerts.
- Designed and coded (390/Assembler) several CICS-related global user exits and user-replaceable modules (e.g., DTR, Autoinstall, Task Termination).
- Developed REXX routines and NetView scripts to automate various systems and applications processes.



# Coding Samples



## Exits

- Designed and coded (390/Assembler) JES2 and CICS exits.
- Coded REXX routines to automate CICS-specific functions and alerts.
- Designed and coded (390/Assembler) several CICS-related global user exits and user-replaceable modules (e.g., DTR, Autoinstall, Task Termination).
- Developed REXX routines and NetView scripts to automate various systems and applications processes.

# Program Products

## Things you would include:

- Program Products and OEM software you have installed, maintained, or customized.

# Program Products Samples



- Installed and customized Omegamon/MVS, Omegamon/CICS, SyncSort, Quickref, and FDR as well as numerous CA products.
- Upgraded or applied maintenance to numerous program products in preparation for z/OS 1.9 migration.
- Expert SMP/E installation and maintenance skills.

# Conversions/Upgrades

## Things you would include:

- Subsystems or products you have upgraded or converted to a different product.

# Conversions/Upgrades Samples



- Converted mainframe security environment from ACF2 to RACF. Provided RACF administration duties including creation of user profiles, dataset profiles, and various other RACF classes.
- Converted to RMM from CA-1.
- Migrated SNA connections to a virtual IP (VIPA) environment.
- Upgraded EMC storage environment from 8830s to DMX2, DMX3, and DMX4 frames.

# Security Administration

## Things you would include:

- Any duties related to Security Administration for RACF, ACF2, or TSS.
- Security products installed or used.

# Security Administration Samples



## Anything Related to Security Administration

- Provided RACF security administration.
- Installed and configured several z/OS security products, including Vanguard Administrator, Vanguard Advisor and Vanguard PasswordReset.
- Primary person responsible for supporting CA-Top Secret databases for 16 LPARs.
- Assisted in ACF2 to Top Secret conversion by migrating batch and CICS online applications to different z/OS platforms. This entailed moving JCL, files, source and LOADLIBs using NDM batch and online Connect/Direct processes.
- Administrated ACF2 user access, dataset, and resource access rules.

# Security Administration Samples



## Security Products Installed or Used.

- Provided RACF security administration.
- Installed and configured several z/OS security products, including Vanguard Administrator, Vanguard Advisor and Vanguard PasswordReset.
- Primary person responsible for supporting CA-Top Secret databases for 16 LPARs.
- Assisted in ACF2 to Top Secret conversion by migrating batch and CICS online applications to different z/OS platforms. This entailed moving JCL, files, source and LOADLIBs using NDM batch and online Connect/Direct processes.
- Administrated ACF2 user access, dataset, and resource access rules.



# Backup Support

## Things you would include:

- Any systems-related areas for which you provided secondary support.

# Backup Support Samples



- Provided backup systems programming support for DB2, including troubleshooting and on-call support.
- Served as backup MICS Administrator.

# Individual Job Description

## Job Detail - Pseudo code

Goto most recent Job

Do while not EOF

→ Describe system and subsystem installs

Describe troubleshooting

Describe performance tuning

Describe capacity planning

Describe communications

Describe storage administration

Describe coding (exits/utilities)

Describe program product installs/support

Describe conversions/upgrades

Describe security administration/support

Describe backup support

Next Job

# Education

## College Degree



### Include:

- Degree (highest degree first)
- Major/Minor
- College
- Year degree conferred (if it does not make you look too old)
- GPA if 3.4 or better
- Honor societies (*Phi Beta Kappa*) but not fraternities.

### Example:

- M.S., Mathematics, George Washington University, 1992.  
GPA: 3.8/4.0, *Magna Cum Laude*
- B. S. Computer Science (Math minor), Duke University, 1990.  
GPA 3.75/4.0, *Phi Beta Kappa* society

# Education

## Vendor Training



Always include relevant internal classes and vendor training.

- WLM Implementation Workshop (IBM)
- z/OS UNIX System Services Implementation (IBM)
- z/OS Diagnostic Data and Procedures (IBM)
- Parallel Sysplex Concepts and Facilities (TechKnowledge)
- Parallel Sysplex Planning and Administration (TechKnowledge)
- OS/390 HCD and Dynamic I/O Workshop (Amdahl)
- IPCS/E Workshop (Amdahl)
- Numerous SHARE Conferences (1992-2010)
- Resume Writing 101: A Real World Guide for the Mainframe Systems Programmer (SPCI)

# Part 3 - Miscellaneous

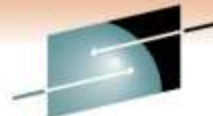
## Capitalization and Apostrophes



- Don't capitalize the 's' if it serves to make the acronym plural (LPARs not LPARS).
- Don't use an apostrophe to make an acronym plural – only use one to make it possessive (You might interface with multiple DBAs, but you only oversee one DBA's work – or two DBAs' work).
- Use the proper spelling and capitalization for product names (MQSeries, not MQ/Series, MQ Series, or MQSERIES).

**Tip:** Use Google's "site" search parm to check product spelling on the vendor's website.

- mqseries site:ibm.com
- abendaaid site:compuware.com



[IBM - WebSphere MQ - Software](#)

IBM WebSphere MQ allows you to easily exchange information across 35-plus IBM and non-IBM platforms, integrating new and existing business applications.

[www.ibm.com/websphermq](http://www.ibm.com/websphermq) - [Cached](#) - [Similar](#)

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This 34 page primer on **MQSeries** in PDF format presents a terse and yet complete overview of **MQSeries**.

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File Format: PDF/Adobe Acrobat - [Quick View](#)

by D Wackerow - [Cited by 7](#) - [Related articles](#)

Since **MQSeries** communicates via queues it can be referred to as using indirect ... the program uses to communicate with **MQSeries**' run-time program, ...

[www.redbooks.ibm.com/redpapers/pdfs/redp0021.pdf](http://www.redbooks.ibm.com/redpapers/pdfs/redp0021.pdf) - [Similar](#)

[IBM - WebSphere MQ Workflow - WebSphere MQ Workflow - Software](#)

WebSphere MQ Workflow (formerly **MQSeries**(R) Workflow) aligns and integrates your organization's resources and capabilities with your business strategies, ...

[www.ibm.com/software/integration/wmqwf/](http://www.ibm.com/software/integration/wmqwf/) - [Cached](#) - [Similar](#)

[PDF] [MQSeries Programming Patterns](#)

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by M Perry - [Cited by 4](#) - [Related articles](#)

Mark has previously worked on other **MQSeries**-related redbooks. ... the IBM Programming

# Miscellaneous Combine Positions



**2003-  
2006**

**U. S. Department of Transportation**

**Lead z/OS Systems Programmer** - Contracted to DOT through SAIC (2003-2004), OAO (2004-2005), and IBM (2005-2006) to provide onsite MVS systems programming support. Currently leading a five-person team responsible for supporting z/OS 1.7 and all associated subsystems running on two zSeries processors. This includes support for a 5000 MIP, Parallel Sysplex environment comprised of 12 production LPARs. Accomplishments included:

- [job detail]

**1999 -  
present**

**Wells Fargo Bank (formerly Wachovia)**



# Miscellaneous

## Final Thoughts



- Eliminate nouns and pronouns.
  - I Installed and customized TMON/MVS. (first person)
  - Mr. Gallaher installed and customized TMON/MVS. (third person)
  - Installed and customized TMON/MVS. (no person)
- Don't spell out well-known acronyms.
  - Installed International Business Machine's Customer Information Control System Transaction Server 3.1 using System Modification Program Extended.



# Systems Programming Consultants, Inc.

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*Serving the Systems Management  
Community Since 1982*

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**Slides/Samples:** [www.spci.net/resumes/](http://www.spci.net/resumes/)