RAY SHAPP
(916) 200-1948 [voicemail/fax]
E-Mail: rshapp@gmail.com

OBJECTIVE:

Talented, results-driven IT leader with versatile, cross-platform experience in systems/network architecture, installation, implementation, integration, security, and administration in local and remote environments for diverse client industries (education, government, law enforcement, insurance, transportation, and small business).

Able to guide motivated, top-performing technical and application support teams in the administration, installation, training, and support of client/server hardware, software, peripherals, and networked systems for IBM AS/400 iSeries, Wintel environments. Proven success delivering LAN/WAN/telecommunication connectivity, security peripherals, and multi-platform design of Internet- and client/server/database-related applications in a position in IT/MIS where excellent and detailed problem solving skills provide System Engineering and Integration to maximize available resources.

SUMMARY:

Over 25 years in depth experience with systems engineering, migration, communications and programming on IBM's AS/400 from CISC to RISC including iSeries and eServer, RS/6000 including pSeries, System/38 and System/36 platforms. Installed, implemented, maintained, supported and utilized IBM's OS/400 and OV/400 products. Performed all AS/400 systems administration functions, PTF management, OS/400 upgrades, performance tuning, capacity planning, network communications, and job management. Wrote utility programs in CL and RPG. Used change management software, developed using ADM/400, PDM/400, SDA/400, SEU/400, SoftLanding and Synon menuing software. Contract systems consultant working with IBM development specialized in systems management, client/server integration, performance tuning, configuration, administration and support of AS/400, RS/6000 and Wintel platforms and .Net environment. Served as manager, as well as senior individual contributor. Provided systems integration, WebSphere/400 and AIX network design/implementation services. Excellent communications, analytical, interpersonal skills and leadership abilities. Certified IBM Midrange and Mainframe Systems Engineer, Certified IBM AS/400 Specialist, Certified Specialist in Performance and Tuning utilizing (BGS's/BMC's) BEST/1-Patrol Perform/2000 product.

PROFESSIONAL EXPERIENCE:

1/2006 to Current
CONSULTING
Dallas, Texas
System i5-iSeries-AS/400 Systems Administration/Engineer (CONTRACT-CLIENT)

Team leader working with computer operations staff, customers and technical field staff via the telephone. Responsible for problem determination and resolution of IBM Midrange System i5 520+ hardware, HMC 6.1.2, terminals, keyboards, and printers in a 2 LPAR 3TB environment as well as Lakeview Technology MIMIX haLite replication software utilizing BPCS MPR software in a manufacturing environment. Technical Support and installation of Operating Systems (including i5/OS), and hardware that includes disaster recovery planning, security administration, system administration, capacity planning and performance monitoring and tuning, PTF management, Service Packs, OS upgrades, FSP upgrades, HMC H/W Level upgrades, Performance Tuning, Capacity Planning, Network Communications, Bytware MPLUS and Standguard IFS Anti-Virus software and Job Management. Instruction, Documentation and Support of enterprise staff for a multiple LPAR environment.

- Determined requirements for proper resolution of customers needs, present recommendations and implement.

- Designed and coded security evaluation template for customer base with programs and commands.

- Defined and implemented reporting process for capacity planning and performance monitoring for client.

- Defined and documented process and procedure for the Protection of Corporation Assets.

- Defined ongoing support procedures and processes for Corporation User base.

9/2005 to 1/2006
AS/400 TECHNICAL SUPPORT HELP DESK
Denton, Texas
TECHNICAL SUPPORT ENGINEER (EMPLOYEE)

Team leader working with customers and technical field staff via the telephone. Responsible for problem determination and resolution. Technical Support, Installation, and Administration of J.D. Edwards and Lawson version 8 software, Operating Systems (including I5/OS), and hardware. Also includes disaster recovery planning, security administration, system administration, capacity planning and performance monitoring and tuning. Also administrative and clerical functions such as time management and report generation.

- Determined requirements for proper resolution of customers needs, present recommendations and implement.

- Designed and coded security evaluation template for customer base with programs and commands.

- Designed and implemented infrastructure project plan for various customers Data Centers.

- Designed and implemented DR processes, documentation, and testing schedule for clients.

- Defined and implemented reporting process for capacity planning and performance monitoring for clients.

11/2004 to 9/2005
CONTRACTING
Various Clients in the Dallas Area

Contract positions with many companies to include Verizon and Nokia performing networking and telecommunications Technical Support. Technical Support Engineer Team leader working with customers and technical field staff via the telephone. Responsible for problem determination and resolution of all models of IBM Midrange hardware, terminals, keyboards, and printers as well as twinaxial, Token ring, Ethernet and SDLC communications. Technical Support and installation of Lawson version 8 software, Operating Systems (including i5/OS), and hardware that includes disaster recovery planning, security administration, system administration, capacity planning and performance monitoring and tuning for 300 remote IBM AS/400 Midrange Systems including iSeries and eServers using #2780 disk unit controllers with #0042 mirrored system IOPs utilizing an LPAR environment with High Availability Suite Software (DataMirror) and MIMIX as well as the OS/400 native mirroring protection tools SMAPP (System Managed Access Path Protection) and data replication clusters, 200 remote IBM RS/6000 Midrange Server Systems including pSeries and SAN TotalStorage DS4800, utilizing an LPAR environment with HACMP and LVM mirror.

08/2003 to 11/2004
IBM (contractor)
Corinth, Texas
IT MANAGER (CONTRACT-CLIENT)

Department Director responsible for Management, Evaluation, Selection and Technical Support of IBM Midrange Systems, Microsoft Servers, Personal Computers and Linux Operating Systems. Telecommunications Management, Evaluation, Selection and Technical Support of Frame Relay and T1 with VoIP and includes all Enterprise Cellular Telephones, Telephone Systems and Switches, as well as the LAN/WAN utilizing Cisco 36xx, 24xx, 17xx routers 29xx switches and 5xx firewalls. IBM Midrange AS/400s model 270 iSeries and eServers using Synon menuing software utilizing V5R4M0 and RS/6000s pSeries under AIX 5.2 both in LPAR environments along with the installation and maintenance of BEST/1-Patrol Perform/2000 on the servers with 10/100Mbps Ethernet for business critical applications and Intel Based hardware utilizing Microsoft .Net environment for Server/2000 & 2003 for file serving also for IIS, RedHat Linux with Q-Mail and VisNetic Mail Server supplying the Enterprise mail services which consisted of the Corporate location and three remote store locations. Technical Support and installation of Lawson version 8 software. Performed Systems Administration and Security Administration functions for all Wintel Systems, RS/6000 and AS/400 Systems, PTF management, Service Packs, OS upgrades, Performance Tuning, Capacity Planning, Network Communications, and Job Management. Instruction, Documentation and Support of enterprise staff. Also performed setup and configuration of LPAR on AIX 5.x pSeries under HACMP and Tivoli Storage Manager, as well as Site Editor/WebMaster and Technical Support for Corporation Web Site (repository Web Server), Coding, Content,

Support and Implementation of Homepage, and all other associated Web Pages using QuarkXPress 5, HTML, Javascript and FrontPage 2000 along with implementation and compliance of Sorbanes-Oxley Act.

- Determined requirements, evaluated, and implemented Barracuda 300 Spam/Virus email firewall/gateway.

- Designed, coded, and implemented the Enterprise Web Site including all content.

- Designed and implemented infrastructure project plan for the Corporation and replacement of Legacy Equipment.

- Designed and implemented replacement and restructuring of Enterprise File Server and Mail Servers.

- Defined and documented process and procedure for the Protection of Corporation Assets.

- Defined ongoing support procedures and processes for Corporation User base.

- Increased customer activity via an award winning Website which led to sales in first four months in excess of 1M dollars.

12/2001 to 08/2003
ALPHANATIONAL TECHNOLOGY SERVICES
Fort Worth, Texas
SENIOR MIDRANGE SYSTEMS ENGINEER/MIDRANGE HELPDESK SUPERVISOR (EMPLOYEE)

Team leader working with customers and technical field staff via the telephone. Responsible for remote problem determination of all models of IBM Midrange hardware, terminals, keyboards, and printers as well as twinaxial and SDLC communications. Technical Support and installation of Lawson version 7 software. Technical Support of the Operating Systems and hardware for 1100 remote IBM Midrange Systems from CISC through RISC including iSeries and eServers, IBM Mainframe Systems, as well as IBM Server systems. Instruction and documentation for support of field technician staff. Supervise staff. Coding and Maintenance of Support Web Pages utilizing Microsoft .Net environment along with IIS for all technical staff.

- Designed and implemented infrastructure project plan for the Midrange Technical Support Level 3 HelpDesk project.

- Designed and implemented SDLC wrap test project plan for the Midrange customer base project.

- Defined and documented process and procedure instructions for the Midrange Technical Support Staff including the Field Technicians.

- Designed and coded Technical Support Web pages for the Midrange Field Technicians.

- Defined and implemented process and procedure for the legacy hard drive repair and replenishment.

- Defined ongoing support procedures and processes for customer base.

11/1999 to 12/2001
BELLSOUTH INFORMATION SYSTEMS
Atlanta, Georgia
PERFORMANCE ANALYST/SYSTEM ADMINISTRATOR (CONTRACTOR/MDI)

Team leader of 9 administrators working in a SUN Microsystems E4000, E6000 and E10000, NT4.0 Wintel, AS/400 iSeries, eServers, RS/6000s pSeries and HP9000, D370 to V2500 environment. Responsible for proactive NT and UNIX performance analysis, using analytical skills and methodologies functioning as the analytical staff to produce demand reports (System Metrics). Responsible for installation, implementation, and analyzing workload characterization reports (BGS/BMC Visualizer, Predict, Perceive & IBM Tivoli monitors). Created, managed, and maintained, scripts, transaction classes, workloads, templates, and reports, determine metric ranges, and thresholds, also installs, configures, and implements along with upgrades, and software fixes for the BEST/1-Patrol Perform/2000

product and IBM Tivoli TSM. Responsible for system modeling and prediction (Hardware "What if's"), as well as documentation of processes and day to day ongoing support. Also responsible for Technical Support Web Site (repository Web Server), coding and support of Homepage, Automation, and Tools Web Sites under Microsoft .Net and ASP.net environment. Collaborate with the database administrators in the creation of the BEST/1-Patrol Perform/2000 databases on the servers. Also supply raw and processed data to the various capacity planning groups. Also performed as backup System Administrator for all above listed systems.

- Designed and implemented infrastructure project plan for the BEST/1 performance project.

- Defined default workload groups and reporting standards.

- Defined the performance project roles and responsibilities.

- Designed and coded Technical Support Web Site for customer base reporting.

- Defined ongoing support procedures and processes for customer base (affiliates).

06/1993 to 11/1999
OLSTEN HEALTH SERVICES
Overland Park, Kansas
MANAGING SENIOR SYSTEMS ENGINEER (EMPLOYEE)

Managed a team of 6 engineers on the installation, maintenance and migration of CISC to RISC for 200 local and 700 remote IBM AS/400 Systems D10-7xxe, V2R1-V5R1 as well as iSeries and eServer AS/400 hardware and OS/400 software respectively in LPAR environment. Performed all AS/400 systems administration and security administration functions, PTF management, OS/400 upgrades, performance tuning, capacity planning, network communications, and job management. Wrote utility programs in CL and RPG. Used change management software (TurnOver) and High Availability Suite Software (DataMirror). Installed and maintained the BEST/1-Patrol Perform/2000 databases on the systems. Installed, maintained and performed administration of J.D. Edwards accounting software and Synon menuing software. Technical Support of the Operating Systems and hardware for 100 local and 600 remote IBM S/36 Systems SSP4.0-SSP5.1, 5362-5364, and 100 local, 200 remote IBM RS/6000 Systems H320-G40, pSeries, AIX3.1.2-AIX4.3.1 in LPAR environment as well as various Wintel platforms also operations under AT&T Unix, SCO Unix, Berkley V Unix, DEC Alpha systems under OSF1/DEC Unix and Network TCP/IP and SNA communications along with IBM 3584 robotic/automated tape library, and Memorex/Telex 3494 autoloaders using ADSM/400 (ADSTAR Distributed System Manager) and BRMS/400 (Backup and Recovery Media Services). Performance analysis and capacity planning, problem determination and resolution of OS/400. Enterprise wide communications planning and integration of async and bisync with Novell Netware and Windows NT and Wintel systems with bridges and routers using SDLC, DLSW, tunneling, T1 and frame relay. Technology evaluations, created technical documentation, and response to users questions.

- Led Operating System upgrade and migrations CISC to RISC iSeries and eServers for AS/400's from V3R0M5 through V5R1, which increased overall communications capacity by 60%.

- Led installation and configuration of the consolidation AS/400 used to support the S/36 conversions and market migration projects.

- Automated the installation procedures of weekly Cigna tape load for Operations reducing processing time by 30%.

- Automated the Medicare-Blue Cross/Blue Shield daily transmission for AS/400 Operations generating $2M in revenues.

- Developed and implemented Intranet communications infrastructure utilizing AS/400 Domino for a subsidiary which reduced response time to customer inquiries 36%.

- Configured over 1500 TCP/IP communication connections allowing network printers to print AS/400 reports saving $30K in faxes, time and postage fees.

- Led the network ID change on the AS/400's, which stabilized network communications and eliminated disconnects by 98%.

- Led the design, development, implementation, and support of the AS/400 Integrated Network Access/Security System reducing manual processing time by 75% improving customer service levels.

07/1980 to 06/1993
INDEPENDENT CONSULTING
Dallas, Texas; Houston, Texas; Atlanta, Georgia; Pretoria, RSA
SYSTEM MANAGER/INTEGRATOR

Consulted with a diverse group of 30 clients to include IBM, AIC & CPI.

- Collaborated in a team effort with IBM developers in the design and development of sophisticated Conversion Tools to aid in the migration process. IBM packaged the new Conversion Tools to sell as a new product offering. As a result generated revenues of $15M.

- Collaborated directly with developers on design of enhancements for OV/400 and OV/Current, improving performance and code efficiency by 20%.

- Performed AS/400 Systems tuning and configuration in relation to RS/6000 - AS/400 network integration resulting in maximized utilization of resources and reduction of business and application downtime by 40%.

- Defined AIX application architecture, which led to RS/6000 network design including HACMP and implementation resulting in improved productivity within the Division by 32% ensuring that routine problem management requests were completed within 24 hours and increased customer satisfaction reports.

- Created software to retain pertinent information, and enhanced OV/400 software and supported client customer base.

- Collaborated on AS/400 GUI Client/Server publishing applications.

- Designed, developed, coded, implemented and supported an AS/400 native application for an Invoice Tracking System that integrated data from both an IBM 4381 and a PRIME 6450. Recovering $100,000.00 in lost invoices.

- Designed and implemented a MAC/TOPS network which produced $40,000.00 savings in first month and increased customer satisfaction, with a 38% reduction in incident reports.

- Consolidated and restructured the Data processing Department, improving productivity by 30% and eliminating departmental overtime.

- Automated transfers resulting in productivity increase of 24% and saving the organization $50,000.00 a year.

- Established and implemented a nationwide telecommunications network with WEB services improving AS/400 Client/Server communications using MS/FrontPage, Allaire Cold Fusion, Allaire HomeSite, Netobjects Fusion, IBM AS/400 Facsimile Support/400 and FastFAX, Real Vision AS/400 document imaging, IBM WEBSphere/400 and IBM Firewall/400.

- Converted legacy systems to AS/400 native environment increasing systems performance by 75%.

- Performed many miscellaneous other contract consulting projects in AS/400, RS/6000, S38/36, HP3000, DEC VAX PDP, Windows NT, PC and MAC environments.

EDUCATION:

01/2007 currently enrolled at University of Liverpool, Liverpool, England, working on M.Sc., in Information Systems Management

05/1980 University of Wexford, Zurich, Switzerland, B.Sc. with Honors, Computer Science

02/1976 DeVry Institute, Dallas, Texas, A.Sc., Electronics Engineering

01/1985 Resource Services/IBM – System Engineer Certification for IBM Midrange and Mainframe Architectures

06/1989 Lawson Associates Training Course – Universe / Pinstripe Installation and Technical Support

03/1991 IBM Training Course – AS/400 Recovery and Availability Management

08/1992 IBM Training Course – AS/400 Security Concepts and Implementation

03/1994 Digital Equipment Corp./Digital Education and Training – UNIX Certification

08/1994 IBM Training Course – Operating System/400 Structure, Tailoring and Basic Tuning

03/1995 IBM Training Course – AS/400 Performance Analysis and Capacity Planning

12/1995 Data Tech Institute Courses – Understanding TCP/IP and Advanced TCP/IP

03/1996 IBM Training Course – AS/400 System Administration and Control

08/1997 IBM Seminar – AS/400 as a Premier Server.

01/1999 Digital Computer Field Institute – Specialist Certification in Performance and Tuning

05/1999 IBM – AS/400 – i5/OS System i Certified Specialist

PROFESSIONAL ORGANIZATIONS:

Member: Association of Computing Machinery, Institute of Electrical and Electronics Engineers, IEEE Computer Society, ACFA, HTML Writers Guild.

TECHNICAL EXPERTISE:

HARDWARE:

Mainframe/SuperComputer Systems:

IBM 3090	IBM 4341	IBM 3081	IBM 360	IBM 370
Honeywell 1250	Honeywell 2200	CRAY YMP		

Midrange Systems:

IBM AS/400 iSeries	IBM RS/6000 pSeries	IBM System/38	IBM System/36	DEC VAX 11/780
DEC PDP 11/34	DEC PDP 11/44	DEC PDP 11/70	HP1000	HP2000
HP3000	HP9000/V2500	Perkin-Elmer 8/32	Perkin-Elmer 3242	

Midrange Servers:

IBM AS/400 eServer	IBM RS/6000 pSeries	Sun E10K,6K,4K	HP9000/V2500

Workstations/PCs:

SUN Ultra5	MC680x0 PC's	80x86 PC's	6502/65C02 PC's	Apple/Mac PC's
IBM PC/XT/AT	IBM PS/2			

Networking:

IBM Token Ring & 5250	IRMA/3270	DECNET	TOPS	Ethernet 10/100MB

SOFTWARE:

OPERATING SYSTEMS:

Mainframe Systems:

IBM DOS/VSE/VM	IBM DOS/VSE	IBM OS/MVS/JESII	IBM OS/JCL	IBM DOS/VS
IBM OS/390				

Midrange Systems:

IBM OS/400 V5R3M5 (i5/OS)	IBM AIX 3.1.2-5.2	IBM XPF/38	IBM SSP 5.1	DEC/VAX-VMS
DEC/ULTRIX	HP/MPE II & III	HP-UX 10.2/11.0	OSF/1-DEC UNIX	Berkley V UNIX

Midrange Servers:

IBM OS/400(XPF)	IBM AIX 3.1.2-5.2	SUN Solaris 2.5/8	HP-UX 10.2/11.0	MS/WINDOWS NT 4.0-Server 2000

Workstations/PCs:

SUN Solaris 2.5/8	HP-UX 10.2/11.0	MS/WINDOWS NT-2000	MS/WINDOWS 95-XP	MS/DOS 1.0-7.0
IBM OS/2 Warp	Macintosh/System 6 & 7	DR/CP-M	AppleSoft DOS	Berkley V UNIX
SCO UNIX	AT&T UNIX	OSF/1-DEC UNIX		

PROGRAMMING LANGUAGES:

Mainframe Systems:

IBM RPG II	IBM RPG III	IBM JCL

Midrange Systems:

IBM RPG/400 II & III	IBM RPG/400 ILE	IBM CL/400	IBM OCL/36
IBM BASIC/400	IBM FORTRAN/400	DEC/DCL	HP/BASIC
DEC/BASIC			

Midrange Servers:

| C-SHELL | HTML 3.2/4.0, CFML 4.0 | | |

Workstations/PCs:

| Business BASIC | MS/GW-BASIC | MS/BASIC Professional | 68000 Assembler |

HTML 3.2/4.0, CFML 4.0

APPLICATIONS:

Mainframe Systems:

| IBM/PROFS | BGS/BMC BEST/1-Patrol Perform | |

Midrange Systems:

IBM AS/400 Domino	IBM WEBSphere/400,Firewall/400	IBM PCS,ClientAccess/400
IBM OV/400 (Office/OfficeVision)	IBM AS/400 PERMON/MDLSYS	IBM AS/400 System Service Tools
IBM AS/400 ECS	IBM PS/38 DW/36	SoftLanding & SYNON Menuing System
IBM SNADS/400	IBM CPF/400 & DFU/400	DataMirror/High Availability Suite
IBM BRMS/400,ADSM/400 (Tivoli Storage Manager)	IBM SMIT-SMITTY	LakeView Technologies/MIMIX
IBM APPN-APPC/400	IBM TCP-IP/400	JD.Edwards/GL
Lawson/PINSTRIPE, UNIVERSE	Help Systems/ROBOT	Broderick/Spool Organizer-400
IBM OV/Current	IBM AS/400 Publisher	BGS/BMC BEST/1-Patrol Perform/2000
EDS (ADP)/DMS@net	IBM Facsimile Support/400 & FastFAX	Real Vision AS/400 Document Imaging
Help Systems/AUTO-TUNE	Bytware Messenger PLUS	Bytware Stanguard IFS Anti-virus

Midrange Servers:

SUN / Admintool	IBM SMIT\SMITTY	IBM AS/400 Domino
BGS/BMC BEST/1-Patrol Perform/2000	IBM LPAR & HACMP	D. J. Bernstein/ Q-Mail
Deerfield/VisNetic Mail Server	MPG Performance Collector	SEA iSecurity

Workstations/PCs:

MS/FrontPage,Telnet	IBM AS/400 Publisher	Ventura/Publisher,Harvard Graphics
IBM OV/Current	IBM OS/2 PM	MS/WINDOWS 3.1 & Toolkit
MS/WINDOWS NT Resource Kit	Netobject FUSION	Allaire Cold Fusion,Homesite
BLOC/Formtool	MICROGRAFIX/Graphics Suite	Wall Data/Rumba
Andrews ETU/400	Electronic-Arts/PixelPaint	Adobe/PageMaker,Illustrator, PhotoShop
BGS/BMC BEST/1-Patrol Perform/2000	MS/Word,Excel,Publisher,Project,Visio	Caere/OmniPage Pro

Ashton-Tate dBASE III	NetSoft/NS-Midrange Bundle	Attachmate/5250,Extra Personal Client
IPSWITCH/WS-FTP Pro	Quark/QuarkXPress 5	

References furnished upon request