

Matthew S. Gilliam, III
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Summary: 28 years of **hands-on** experience in the data processing industry **including 25 years of MVS System Programming experience.** Career includes duties in customer support, user services, management, staff/client training, computer operations, operations management, data center relocation, project management, Year 2000 initiatives and support, and disaster recovery planning.

Functional Areas: Installation and maintenance of IBM and OEM software and operating systems (including CICS and DB2), CBIPO, CBPDO, EXPRESS, system conversions and migrations (ESA to OS/390), SolutionPac, **ServerPac**, **SIE**, FunctionPac, technical project leader, ACF2 security administration, RACF security administration, problem determination, problem resolution, disaster recovery planning, data center relocation, technical training for technical and non technical staff, and managing diverse technical staffs. Extensive experience with a diverse suite of OEM products (such as FDR, TMON, CA-1 and other CA Products, and Compuware Products).

Experience

Washington Metropolitan Area Transit Authority
Senior Systems Programmer

Washington, DC
September 2001 –

Mr. Gilliam currently provides all aspects of Systems Programming to a large, regional, transit agency and is responsible for z/OS Version 1.3 running on three LPARs in a sysplex and JES2 MAS environment, its subsystems and OEM software. Duties include but are not limited to installation and maintenance of IBM as well as OEM software, providing 24/7 on-call support as needed, preparation of documentation for various user and operational groups within the authority, training of Computer Operations and Production Control Personnel, and providing technical assistance to internal as well as external customers and users. Mr. Gilliam provides Level 1 and Level 2 support to all authority users relative to the IBM mainframe. Mr. Gilliam also is a principal contributor and technical resource for Disaster Recovery..

Software Professional Solutions
Consultant/OS/390 Systems Programmer to Merrill Lynch (NYC)

Neptune, New Jersey
September 2000 – March 2001

Mr. Gilliam worked in the MVS Local Support area of Enterprise Software Services supporting various levels of OS/390 (2.6 through 2.10) across a large multiple LPAR environment. Responsibilities centered around providing Level 1 support to Computer Operations personnel relative to MVS operational problems, Level 1 support to other users and staff in the areas of mainframe software (both operating system and OEM), implementing change requests for operating system maintenance, and implementing maintenance and/or upgrades to numerous OEM products. Mr. Gilliam also responded to general user problems as reported via Remedy™. Mr. Gilliam as part of a group rotation, also provided on-call support as needed and provided weekend on-site coverage for the regularly scheduled IPLs. During these weekend periods, Mr. Gilliam also implemented any changes to physical and logical configurations via HMC as needed.

Galaxy Systems, Inc.
Consultant (OS/390 Systems Programmer): AIG Insurance Company

New York, New York
May 2000 – August 2000

Mr. Gilliam provided expertise in the area of OEM product install and maintenance supporting the “insourcing” area of AIG’s business. Mr. Gilliam was responsible for installing and or upgrading numerous OEM products into multiple client LPARs, product documentation (technical as well as non-technical, user oriented), product testing, and final product rollout into production environments. Mr. Gilliam also provided Level 1 and Level 2 support for the products and was responsible for interfacing with each product’s vendor. Mr. Gilliam was also involved in the upgrading of OS/390 on insourcing LPARs and performing customization as needed

The Computer Merchant, Ltd.
Consultant to IBM Global Services

Norwell, MA
September 1998 – April 2000

During this period, Mr. Gilliam served as a Consultant to IBM Global Services at the following client sites:

Office of Student Assistance, State of New Jersey (Trenton)

Mr. Gilliam provided hands on expertise in the installation and customization of OS/390 V2.5 and was also tasked with installing or upgrading a large suite of OEM products. Additionally, Mr. Gilliam installed and customized DB2 Version 5 and also performed a DB2 migration from DB2 Version 2.2 to DB2 Version 4. Mr. Gilliam installed corrective service to OS/390 2.5 as well as CICS Version 4.

Chubb Insurance Company (Warren, New Jersey)

Mr. Gilliam installed OS/390 Version 2.5 via ServerPac and then provided expertise in the customization and integration of OS/390 2.5 into the Chubb environment. Mr. Gilliam was instrumental in training Chubb personnel in the use of ServerPac and provided guidelines for using other IBM delivery vehicles. Mr. Gilliam also assisted Chubb personnel with reformulating their maintenance philosophy and fully documented the new operating system. After an initial IPL of the system, Mr. Gilliam provided guidance and assistance as Chubb personnel performed a re-installation of OS/390 2.5 for purposes of training.

Philadelphia Gas Works (Philadelphia, PA)

Mr. Gilliam was part of a team installing OS/390 V1.6 (ServerPac). Mr. Gilliam provided expertise in OS/390 V1.6 customization and was heavily involved with the installation and customization of CICS and the application and integration of RACF into the CICS environment. Mr. Gilliam also was tasked with upgrading a host of OEM products and served as the focal point for the Application Development staff in resolving challenges with the new operating system. Mr. Gilliam also provided expertise in RACF and performed RACF database tuning and cleanup. Mr. Gilliam was also the RACF focal point during OS/390 1.6 test period. Mr. Gilliam also provided DASD management services.

Charming Shoppes (Bensalem, PA.)

Mr. Gilliam was tasked with providing assistance in the installation and customization of OS/390 V2.6 as well as the installation and upgrade of numerous OEM products. Duties also included supporting the day-to-day operational environment, problem resolution, and providing guidance to client personnel in the areas of OS/390 maintenance.

DIGITAL SOLUTIONS
Consultant

MANASSAS, VA.
June 1997 - May 1998

Digital Solutions was selected as the service provider for Systems Programming at the National Science Foundation in June of 1997 (though contract award was not done for some time). Mr. Gilliam continued to provide expert technical assistance to the new provider in the areas of MVS Systems Programming. This position was a 'transitional' position as needed. (Mr. Gilliam was officially still with The Centech Group, Inc.)

THE CENTECH GROUP, INC.
Project Manager/Lead MVS Systems Programmer (Contractor)

ARLINGTON, VA.
October 1994 - January 1998

Mr. Gilliam functioned as Project Manager with responsibility for major aspects of a \$3M/yr contract providing mainframe software and hardware support to the National Science Foundation. He managed 2 full time Senior System Programmers and alternatively 15 full time Computer Operations personnel. Responsibility matrix included budget, management reporting, staffing, technical assessments, capacity planning, performance and salary reviews, resource management, and vendor interfaces. Mr. Gilliam was also involved in business development.

Mr. Gilliam also was responsible for the maintenance of the MVS/ESA operating system on an IBM 3090 at the National Science Foundation (NSF) functioning as Lead/Senior MVS Systems Programmer. In addition, Mr. Gilliam

was responsible for various other software products including JES2, RACF, TMS, and FDR. Mr. Gilliam was the primary support person and technical focal point for all aspects related to the support of NSF's mainframe operating System. Mr. Gilliam provided Level 2 support to all NSF staff and other contractors and vendors on issues pertaining to the IBM mainframe (software and hardware).

NETWORK SOLUTIONS, INC.

Project Manager/Lead MVS Systems Programmer (Contractor)

ARLINGTON, VA

June 1992 - September 1994

Identical duties as detailed under The Centech Group, Inc. Centech succeeded Network solutions as the solution provider for the National Science Foundation.

GC SERVICES, SYSTEM DIVISION

Senior Systems Engineer (Contractor)

RESTON, VA

October 1990 - June 1992

Position functioned as Lead/Senior System Engineer on the IRS ICS project. Primary focus was sole responsibility for the planning, installation, and customization of IBM ESA on IBM 3090 and ES9000 processors located at 10 IRS Service Centers across the United States. This included the installation of MVS/ESA, CICS, NCP, DB2, and a host of OEM software. Other duties included training the client in all aspects of the maintenance and operation of the newly installed systems. Position also involved supervision of subordinate level System Engineers, design and implementation of MVS maintenance methodology at all sites, development of and teaching of MVS educational seminars at all sites; authoring and implementation of MVS Standards and Procedures to be used at all sites.

NATIONAL BANK OF WASHINGTON

Senior Systems Programmer

ALEXANDRIA, VA

May 1988 - September 1990

As Senior MVS System Programmer, position was responsible for the installation and maintenance of IBM and OEM software (FDR/ABR, ACF2, OMEGAMON, and et.al.). Served as a Project Leader for MVS/SP to MVS/XA conversion, developed and conducted numerous training classes for staff and end users. Responsibility also included backup Quality Control Manager for ACF2 Security Administration. Other duties included DASD Management, disaster recovery planning and implementation, and software procurement.

OTHER RELEVANT EXPERIENCE:

10/87 - 05/99	Executive Resource Associates	Systems Programmer
06/87 - 10/87	Independent Contractor	Systems Programmer
12/86 - 06/87	James River Corporation	DASD Manager
08/83 - 06/86	Best Products, Inc.	Systems Programmer
09/82 - 08/83	SEC Computer Company	Computer Operator
09/76 - 05/84	Virginia Commonwealth University	Various positions in data center

TECHNICAL SKILLS: (denotes no recent experience within past 5 years or more)**

Snapshot of Software Experience (Numbers indicate number of years of experience):

MVS JCL/Utilities (27), FDR/ABR (25), TMON/MVS/CICS (10), JES2 (26), **SMP/E (25)**, CA-Products (26), CICS* (14), DB2* (8), RACF (11), ACF2** (10) CONTROL-x (3: includes T, O, M), **IBM Software Install and Maintenance methods (ServerPac, CBPDO, CBIPO, etc) (24)**, ROSCOE (10) , DFDSS/SAR (15), SYNC SORT (22), VTAM* (17), OMEGAMON**(12), TPX (7), VSAM/AMS/ICF (18), ISPF/PDF (24), Omegamon (12)**, various Compuware Products (23), BMC (Mainview Suite) (3), USS (5), SMS (3) and various other products..

Hardware/Operating Systems Experience (Numbers indicate number of years of experience):

MVS / XA (14); MVS / SP (13); MVS / ESA (11); OS/390 (6), **z/OS 1.3 (4)**.

CICS and DB2: Have experience in these subsystems **beyond** the installation, customization, and maintenance tasks. (Familiar with RDO, CICS/RACF, DSNZPARMS customization, attach facility, DB2 image copy and other utilities as well as installation and integration of OEM related software). Have also performed several DB2 migrations.

Extensive experience in Operating System Migrations (ESA to OS/390, OS/390 to z/OS as well as prior systems) from all aspects (including task management, planning, resource allocations, and providing technical support).