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# John Smith

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## I.T./SOFTWARE CONSULTANT TO THE E-GAMING INDUSTRY

♦ Business Acumen - Project Management - Customer Service ♦

A customer focused IT Consultant with over 22 years of wide-ranging experience (having worked with clients across a various industry sectors), in all aspects of IT services in the UK and overseas. Leading projects and implementing cost-effective solutions that have improved productivity and quality whilst deploying and developing training to Global customers. Now looking to make a continued, significant contribution within a customer related appointment (Business Development, Customer Service, or Training) within the lucrative e-gaming industry abroad. Betfair Accredited.

### AREAS OF EXPERTISE

- Project Management
- IBM OTAA Winner
- Betfair Accreditation
- Staff Training / Development
- Budgeting / Reducing Costs
- Business Analysis / Development
- Customer Service
- ITIL
- Quality Assurance

### PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

#### Company A

Joined Company A as a full time employee in August 2000 after 2½ years as a contractor. I supported the Scottish Power client for 4 years on a day-to-day basis from 2000 to 2004 including out-of-hours support from my base in Newcastle upon Tyne, England. Since then, I developed and deployed software all over Europe, Middle East, and AP (Australia).

#### SOFTWARE CONSULTANT

*Jul 05 - Present*

##### Company A

Responsible for the deployment and support of Company A software. I have recently converted a customer in Madrid, Spain from an external software provider to IBM's TWS 8.2 (Tivoli Workload Scheduler) end-to-end - delivered ahead of schedule and on budget. My current assignment is in Cairo, Egypt is to install and configure Tivoli monitoring software for a major bank.

- Developed and deployed training of global customers on Company A's best practices and Tivoli software solutions.
- Converted an insurance company's current scheduling system to Company A's TWS 8.2 End to End in Madrid.
- Developed a tool that won a "Nominee for a Medal" at the BCS Awards Ceremony.

#### SENIOR OPERATIONS ANALYST (TEAM LEADER)

*Jul 03 - Jul 05*

- EMEA Service Line Technology Lead for Operations / Production Control.
- Took ownership of the marketing, promotion and revenue generating opportunities of new technologies.
- Deployed EMEA based products / tools to the AP and US regions of IBM.
- Received the Company A Outstanding Technical Achievement Award.

#### LEAD (PRODUCTION CONTROL AND OPERATIONS)

*Aug 00 - Jul 03*

- Continued to support the Scottish Power client on a day-to-day basis and also out of hours support.
  - Training and supporting Systems Operations Staff throughout the UK.
  - Completed recent scheduling conversion projects, one system having converted from CA7 to OPC/ESA while the other from CA-Scheduler to OPC/ESA.
  - Completed a batch review exercise using SAS/MXG to analyze SMF data and suggest improvements in an effort to reduce the overall batch elapse time.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### OPERATIONS ANALYST

1996 - 00

#### Company B

Involved in the day-to-day running of the # system. Scheduled, resolved batch problem and performed changes as required by service management.

- Instrumental in the transition after IBM acquired a new client from commencement through to completion.
- Project led tasks such as the migration of data, building of schedules, performing / writing Operations Acceptance Test (OAT) plans, writing procedures and practices for operations staff.
- Continued to support the customer both on a day-to-day basis and on standby.

#### Client #

- Helped implement a Visa Cash System on a trial basis in the City of Leeds.

#### Client # (May 96-May 97)

- Involved in a project that reduced overnight job failures and callout requirements.
- Developed and implemented a system that automatically generated overnight batch incident reports using OPS/MVS, REXX and SAS routines.
- Involved in outsourcing of Bradford - Pennine systems to IBM personnel.

### PRODUCTION SUPPORT ANALYST

Jun 95 - May 96

#### Company B

- One of a team responsible for delivering the 24-hour, 7 day business systems.
- Produced SAS/MXG reports detailing overnight batch performance issues.
- Developed REXX / ISPF dialogs to enable the Billing Manager to automatically balance controls.

### OPERATIONS ANALYST

Feb 95 - Jun 95

#### Company D

- Part of a team of Operations Analysts involved in the implementation of PHONEDAY.

## EARLY CAREER SUMMARY

Senior Operations Analyst	Insurance	1994-95
Operations Analyst	Insurance	1991-94
Operations Analyst	PLC	1988-90
Junior Operations Analyst	PLC	1986-88
Senior Data Processing Operator	PLC	1985-86
Data Processing Operator	Technical College	1984-85

## PROFESSIONAL DEVELOPMENT AND AWARDS

ITIL	Foundation Certificate	Jan 2007
Winner	IBM OTAA Outstanding Technical Achievement	2004
Medalist	BCS Awards	2005

Gaming Industry Development: Betfair certification August 2007, Member of the Betfair Accredited Trainers Directory on passing.

Computer Skills Include: Mainframe, MVS, JES2, TWS, JCL, IBM Utilities, VSAM, REXX, ITIL, TIVOLI, MS OFFICE products, basic website development(PHP, HTML).

## PERSONAL

*Interests and Pastimes:* Family, computing, sport.  
*Born:* 1969.  
*Marital Status:* Married.