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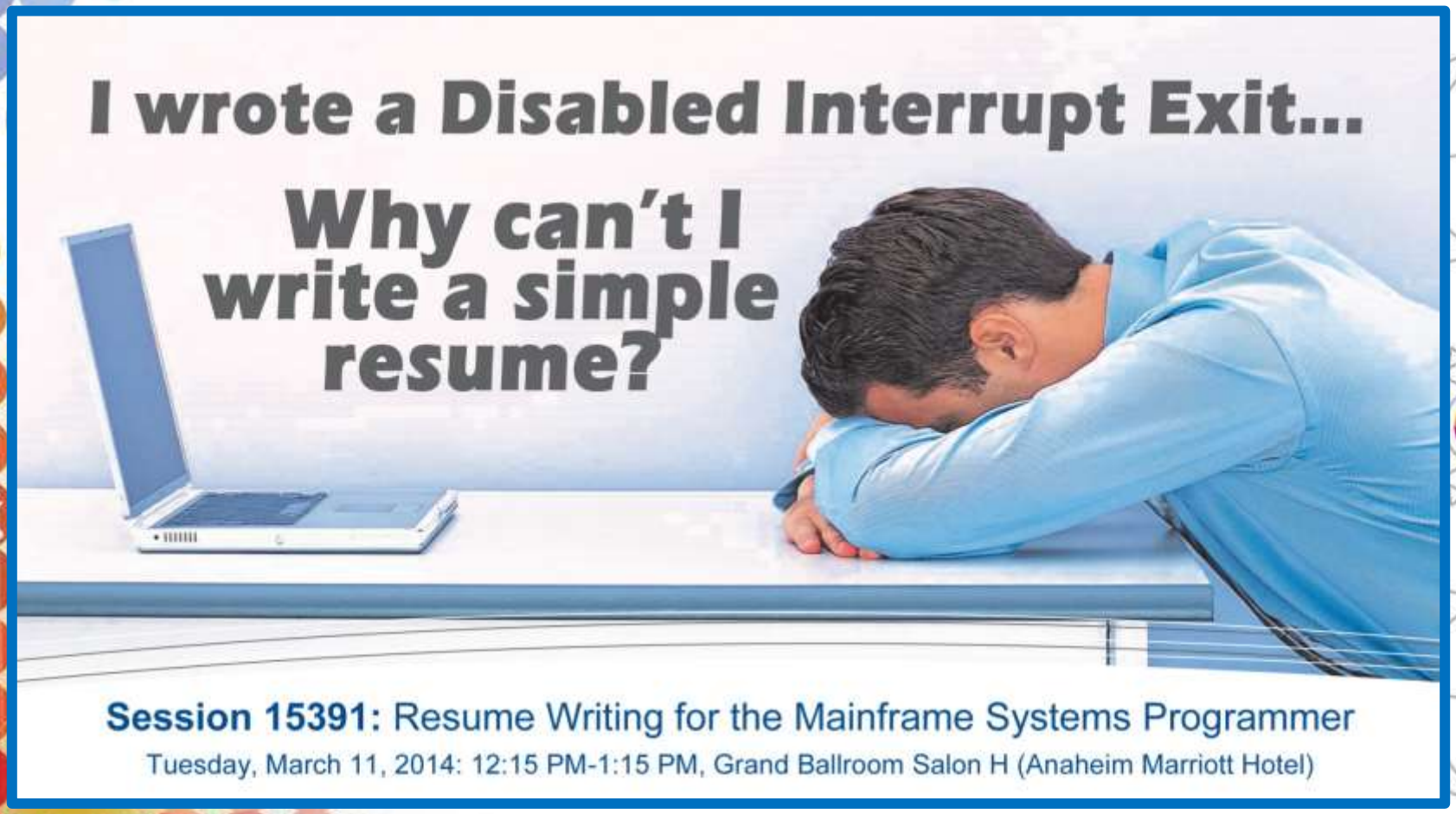

Narrated slides (41 minutes): http://www.SPCI.net/share.htm

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Agenda

1. Understanding your audience
   - Who will be reviewing your resume
   - What are they looking for
2. Writing a resume that works
   - Length/Order
   - Format
   - Content
3. Miscellaneous tidbits and suggestions
   - Joe's resume pet peeves
4. Questions and Answers

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Understanding your Audience (then)

Resume Flow

The good old days (before the internet)

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

Applicant profile: Local systems programmers.

Result: Company gets one or two dozen resumes.

Audience: Hiring Manager

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Resume Flow – before the Internet

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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

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Part 2 – Writing a resume that works.

Resume Length

- As long as it needs to be. As short as can be.
- Don’t make the reader go through endless pages to find what they want.
- Job descriptions should be in proportion to their recentness and relevance.

Information Order

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

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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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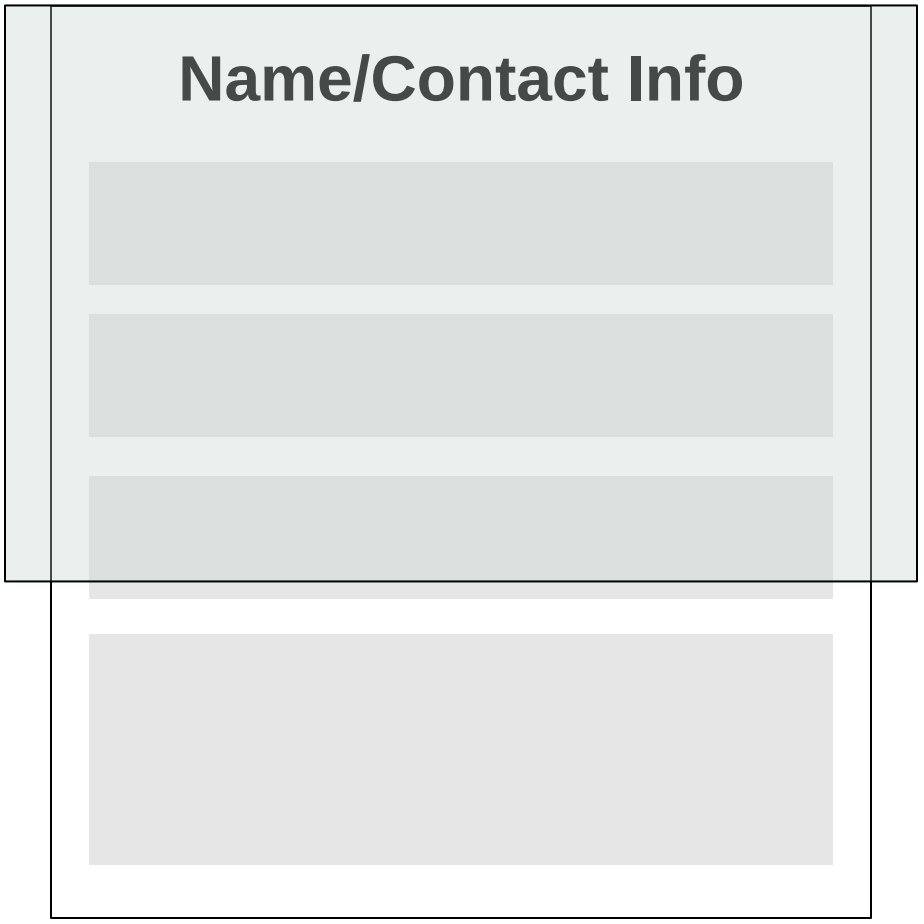
Resume Layout



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Resume Structure
The standard format

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

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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.

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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.

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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.

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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.).

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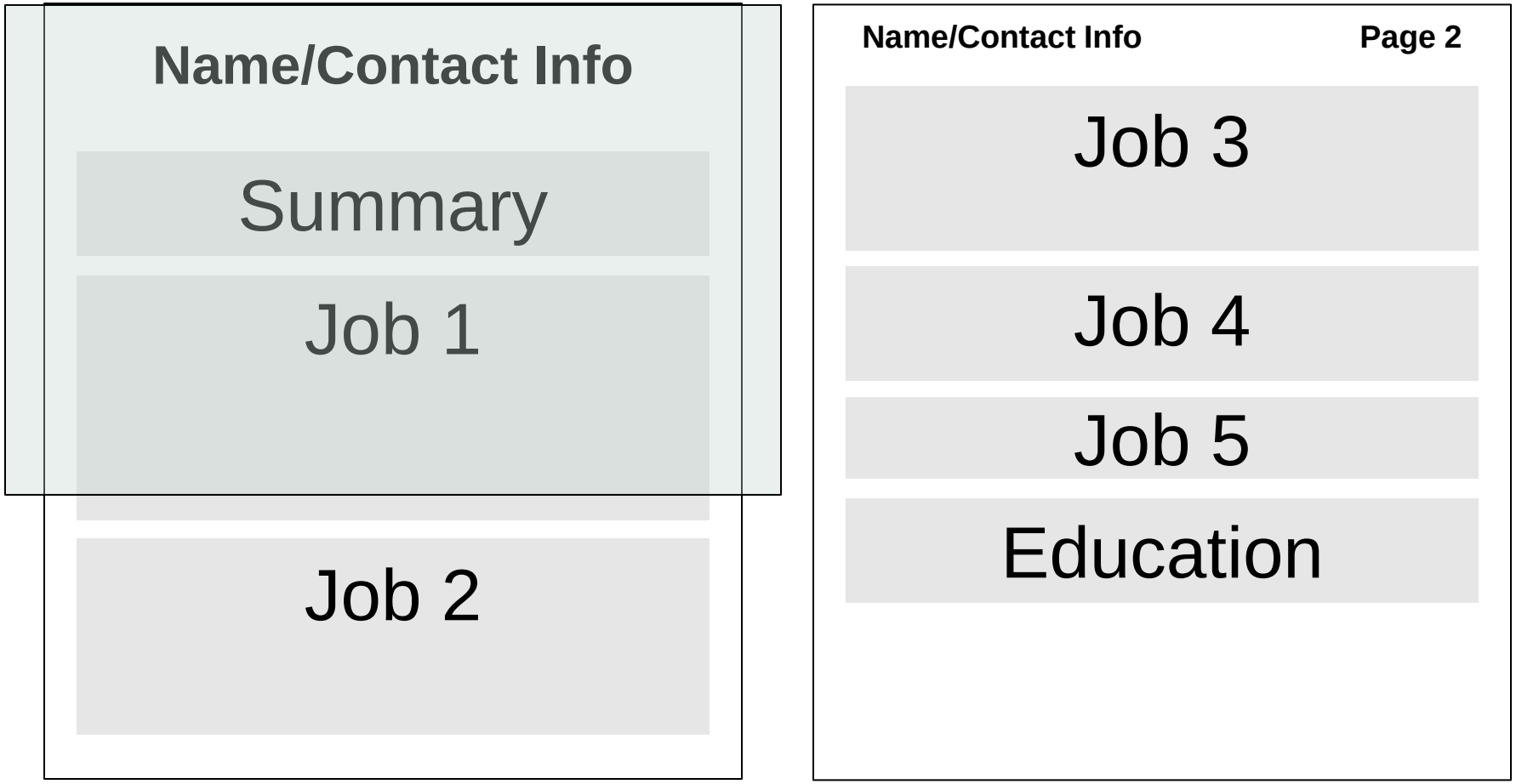
Resume Layout



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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…

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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) 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. Additional areas of expertise include storage administration (DFSMS), exit coding (ALC), process automation (REXX), dump analysis (IPCS), and Disaster Recovery planning. Expert SMP/E installation and maintenance skills.

c) 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.

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Resume Summary
Same Person – Different Approach

- 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.
- 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.

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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.

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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]

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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.).

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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.
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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.
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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.
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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:

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- [more]

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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

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Individual Job Description
Job Detail - Pseudo code

Goto most recent Job
Do while not EOJ
⇨ 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

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System and Subsystem Installs

Things you would include:

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

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

System and Subsystem Installs
Current and past installs

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.

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System and Subsystem Installs
General System Configuration

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.
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System and Subsystem Installs
Level of involvement

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.
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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

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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.

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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.
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Troubleshooting
Samples

Debugging Tools and Systems Monitors

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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.
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- Troubleshot comm-related problems using NetView, GTF and packet traces, NetStat commands, and IPCS dump analysis.

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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)

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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.

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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.
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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.
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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.

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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.

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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.
  - System-related channel activity (tape, DASD).
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- 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.

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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.

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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.

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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.

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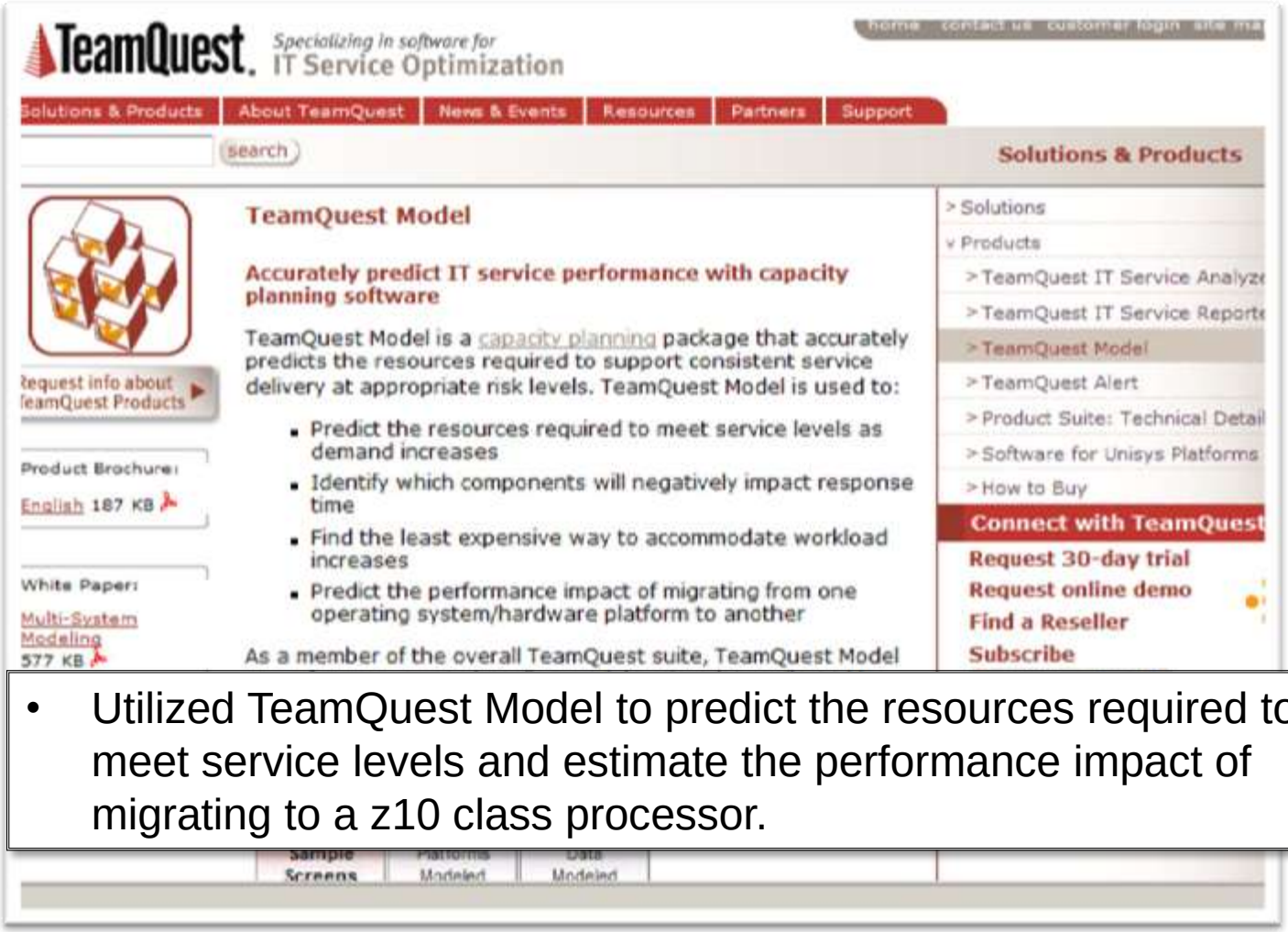

- Utilized TeamQuest Model to predict the resources required to meet service levels and estimate the performance impact of migrating to a z10 class processor.

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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 facilitates communication between platforms, products and/or LPARs.

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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.

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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.

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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.

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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.

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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.

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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.

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Storage Administration

Things you would include:

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

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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.

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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.
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- Facilitated disaster recovery implementation by providing offsite asynchronous data replication using SRDF.

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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.

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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.
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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.

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Coding

Things you would include:

- Utilities/Automation Routines
- Exits

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Coding
Samples

Utilities/Automation Routines

- 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.

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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.

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Program Products

Things you would include:

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

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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.

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Conversions/Upgrades

Things you would include:

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

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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.

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Security Administration

Things you would include:

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

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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.

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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.

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Backup Support

Things you would include:

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

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Backup Support
Samples

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

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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

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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

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Education
Vendor Training

Always include relevant internals 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)

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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
- abendaid site:compuware.com

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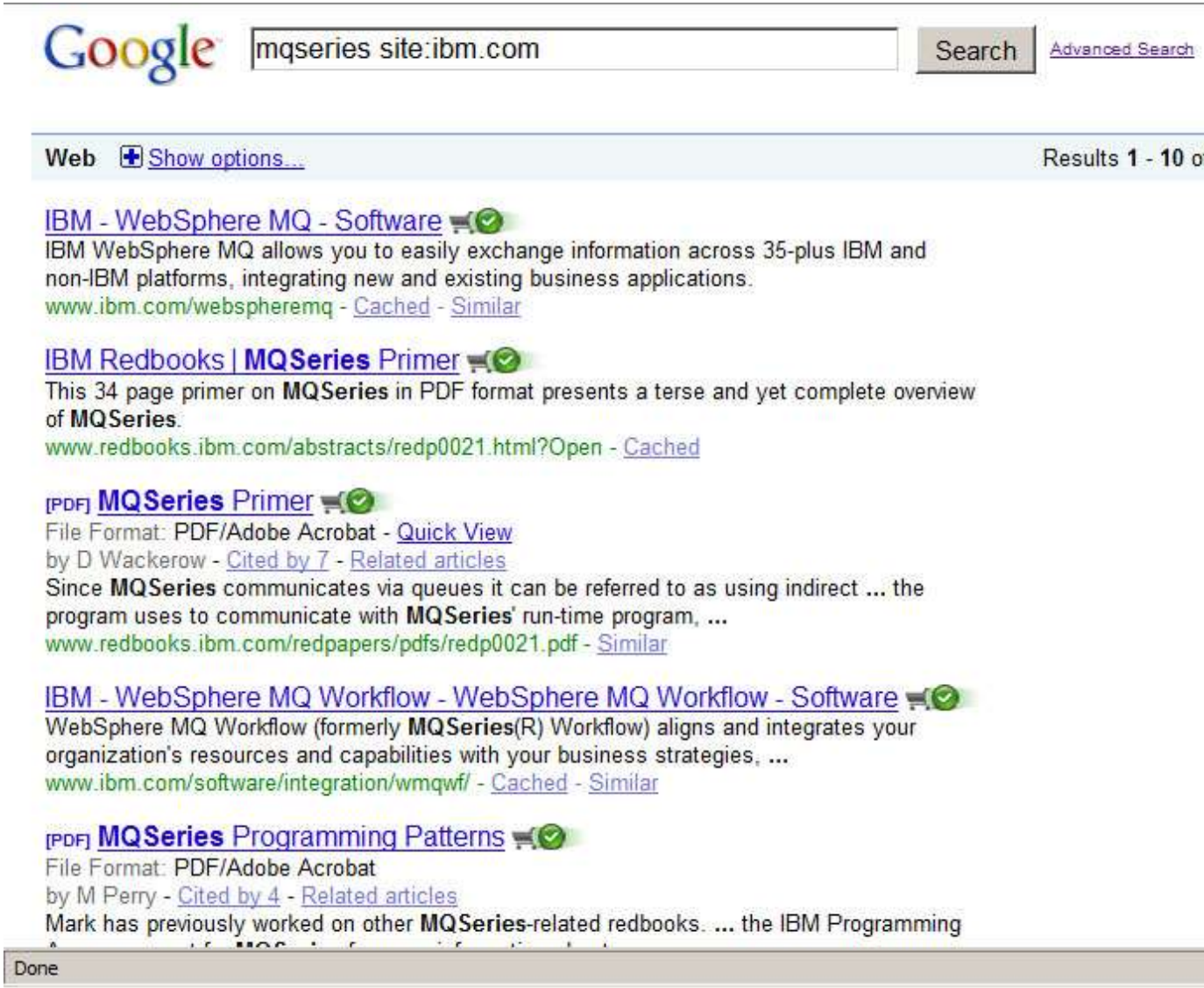

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Miscellaneous
Combine Positions

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)**

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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.

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Serving the Systems Management Community Since 1982

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323-822-1569
Joe@SPCI.net

www.SPCI.net

Feel free to call or email me with questions about your resume.

Please connect with me on LinkedIn: http://www.linkedin.com/in/joegallaher

Slides/Sample Resumes/Webinar: http://www.spci.net/share.htm