



SPECIALIST PROFILE

Personal Details

<i>Reference:</i>	QP2428 CV
<i>Job Title:</i>	Capacity Planner and Performance Specialist
<i>Nationality:</i>	British / South African
<i>IT Experience:</i>	30 years
<i>Availability:</i>	November 2011

Overview

Architecture and Products:

ADABAS, AF/OPERATOR, AIX, APC FOR INTUNE, BASEL II, BEST/1, BMC PATROL, BSC, CA-ASTEX, CA-DATACOM, CA-IDEAL, CANDLE, CA-ROSCOE, CICS, CMF, DB2, DB2AM, DOS/VSE, EPDM, HP OPENVIEW, ITIL, JES2, MAINVIEW, MQSERIES, MVS, NCP, NPM, OMEGAMON, OMEGAVIEW FOR 3270, OS/400, RMF, SAN, SAS/MXG, SDLC, SLR, STROBE, THE MONITOR, TIVOLI NETVIEW, TIVOLI PERFORMANCE REPORTER, TSO/E, UNIX, VM/SP, VMWARE, VTAM, WINDOWS, WLM, Z/OS (MVS).

Programming Languages:

ASSEMBLER, NATURAL, REXX, SAS, SQL.

Specialist Experience:

Capacity and performance management and monitoring.
Performance tests evaluations.
Capacity planning.
Performance problems identification and resolution.
Performance improvements implementation.
Performance reports production.
Capacity forecast creation.



Summary

More than twenty years IT experience, specialising in Capacity Planning and Performance Management. A Capacity Planner and Performance Analyst who has been responsible for successfully implementing and running Capacity Planning and Performance Management functions. Has worked as a Systems Programmer, with experience of supporting a wide range of systems (MVS; z/OS, AIX, UNIX, Windows, VM, VMware, CICS and database).

Employment History

Jan 2012 to Present

Government organisation

Part of a project to move application off the mainframe. Run performance tests of new applications, do performance analysis and quality assurance prior to production and review after going live. Make recommendation to resolve performance problems. Most applications run on z/Linux running on z/OS. Create daily and weekly performance reports. Create excel models for various systems being convert from mainframe to z/Linux.

May 2010 to Dec 2011

Various Projects

Produce capacity plans, using excessive models for applications (mostly SAP and Oracle DBs), network and forecast Microsoft exchange requirements based on Excel models. Chair monthly capacity review meetings with the customer. Identify performance problems. Products used- CA eHealth, SCOM, BMC patrol and HP Storage Essentials Report Optimizer.

Assess the infrastructure capacity requirements of new projects & services. Implement a project assessment capacity planning process. Produce capacity demand forecast for new services.

Jul 2009 to Mar 2010

Financial Organisation

Assess new applications for their capacity requirements and evaluate performance against SLA criteria. Evaluate performance tests and make recommendation to resolve performance problems. Create a new network performance database which is now used for network capacity planning.

Jan 2009 to Jun 2009

Retail Company

Assess all requests for VMware resources in the Development and PreProd environments. Identify cost savings for the client. Two primary areas of opportunity, first within the VMware environment where resources had been reserved, reducing the size of the reservations then adding more guests to the VM hosts, thereby saving the client costs as they did not have to purchase new servers for projects. Second, identified unused files allocated on the SANs, migrated the files off the SANs thereby saving the purchase of another SAN.

Nov 2006 - Dec 2008

Broadcasting Company

Responsible for creating capacity planning reports and maintaining an extensive EXCEL models for each New Media application. Demand model started at 50,000 users and grew to 1.5 million in two years. Applications included broadband, movie downloads, streaming, mobile, eSales, Content Delivery Network (CDN), Remote Record and related applications. Evaluate new projects. Health checks for the network, Bluecoat cache devices, Vignette application servers.



Assess windows servers for consolidation into new VMware environments. Used viclient to monitor and assess applications after conversion. 1400 windows servers have been consolidated onto 100 VMware hosts.

Jan 2006 - Oct 2006

Telecoms Company

Create new capacity plans based on ITIL standards. Review new systems, provide capacity forecasts and provide approval for installing into production. Environment- primarily Solaris and Wintel. Create forecasts for network, EMC and HP SANs and server utilization.

2005 - Dec 2005

Energy Company

Replace existing capacity planning processes by implementing Metron's Athene on all servers and create new capacity forecasts.

2005 - 2005

Utilities Company

Established and provided a two year forward capacity plan for the IT infrastructure and network capacity management. Included all servers, mainframes, SAN and network components to ensure sufficient capacity to meet service requirements. As all the components were outsourced to five different companies the project involved substantial communication, influencing and co-ordination.

2005 -2005

Bank

Produce capacity plans for AIX servers used for the delivery of BASEL2. Make recommendations on hardware purchases. Used BMC patrol and Access databases to provide fully functional capacity planning process.

2004

Bank

Identify performance problems and arrange for the implementation of performance improvements and solutions (ITIL). Regular updates and improvements to WLM.

Investigated Intelligent Resources Director (IRD) for implementation.

Investigated and reported on the advantages of upgrading to the Z990 processors.

2002-2003

Bank

Evaluate all projects for their impact on the capacity plan. Assist with merger and data centre consolidation. Evaluate performance of new systems and major changes to current systems. Resolve production performance problems. Produce quarterly capacity plan. These responsibilities required a wide range of technical skills (MVS, Network, CICS, Database, programming) and the ability to communicate and negotiate with technical software personnel, programmers, managers and users at all levels.

Achievements include the successful integration of a number of applications, moving bank customers onto the bank applications. Successfully resolving performance problems where batch was completing well outside its window.



2001

Their requirement was to be means for the client to identify performance problems earlier. I investigated their problem areas and the levels where performance problems started. Implemented BMC's alarm manager and customised the product for MVS, CICS, MQ and DB2 alerts. Set up daily performance reports and establishing target SLAs. Also helped with an application performance audit by an external company.

2001

Bank

Successful evaluation of performance and acceptance of ADABAS version 7 for the upgrade from ADABAS version 6. This included two performance tests with over a thousand users and resolving a few issues with the DBAs.

2000-2001

Bank

Managed the SLAs. Identified and resolved performance problems or anything else affecting the SLAs.

1997-2000

Financial Services Company

- Assisted with Capacity Plan, produced biannually.
- Responsible for identifying performance problems or deviations from Service Level Agreements and making recommendations to fix or prevent problems from occurring. Responsible for regular health checks on MVS, CICS systems and NATURAL. Provide support for all mainframe performance related problems.
- Evaluated and justified replacement of STROBE with InTune.
- Managed performance of SANs.
- Achievements included successfully doing the performance management and performance engineering of a new consolidated system of all customers and many other projects including Internet applications and a Single Presentation Layer.
- Evaluate performance of new systems and major changes to current systems. Including all the systems changed to be millennium compliant.
- Installed Workload Manager (WLM).
- Established new SLAs and managed SLAs prior to outsourcing to.

1992 - 1997

Insurance Company

- Undertook responsibility for Capacity Planning; a plan produced each quarter.
- Responsible for setting up a Performance Management function; provided full systems programming support for all performance products; identifying performance problems or deviations from Service Level Agreements and making recommendations to fix or prevent problems from occurring. Responsible for a study of the cost effectiveness of IT, COMPASS was used for the study. Evaluated and implemented the Omegamon performance products (OmegaView, Omegamon for MVS, Omegamon for CICS and AF/Operator). Planned and implemented the transfer of day-to-day performance monitoring to a Help Desk allowing the performance management function to concentrate on the provision of second level support for performance related problems.
- Evaluated, justified and installed I-SPY, CMF, STROBE, ASTEX; provided support for performance related software - I-SPY, NPM, NETVIEW, THE MONITOR for CICS, CMF, STROBE, DB2AM, ASTEX, CANDLE and BOOLE's performance management products.
- Achievements included successfully establishing the Performance Management function and completing the COMPASS project.



1990 - 1991

Insurance Company

- Systems Programmer responsible for the support and installation of the CICS and network product sets.

1987 - 1990

Mining Company

- As a systems programmer primarily responsible for support of Network and CICS software. Other responsibilities included assisting Service Delivery Manager with Network planning; provision of second level problem resolution support to Network Control; planning and assistance with the installation of MVS/XA and related software for the DOS to MVS conversion; installation, customisation and implementation of IBM and third party software; tuning the following: MVS, TSO/E, JES, CICS and I/O configuration; maintenance of the following - VM/SP/XA-SF, MVS/XA, DOS/VSE and associated software. Also provided training to Operations personnel on MVS and JES2.

1982 - 1987

Mining Company

- As the Service Delivery Co-ordinator was responsible for managing the Network Controller, User Liaison Officer, Four Data Entry Clerks and a Dispatcher; problem management; performance management; loss control; user liaison and service level agreements; data entry; dispatching all output; budget for Network and Data Entry sections; acting for the Service Delivery Manager.
- Achievements included changing the Punch Room to Online Data Entry (REXX) and implementing problem and performance management systems.
- As the Network Controller responsible for maintaining network availability; hardware maintenance of PCs; strapping of MODEMs; configuration of terminal controllers and network planning.
- Achievements included converting the remote network from BSC to SDLC.
- As a senior operator responsible for control of the computer room, job scheduling and maintaining network availability.

1979 - 1981

IT Services Company

- As a senior operator responsible for control of the computer room and maintaining network availability in an MVS/VS and VTAM environment.



Knowledge of Architectures and Major Products

Hosts	Capacity & Performance Products	Mainframe C&P Products	Software
MVS / S390/ z/OS UNIX / AIX / pSeries Windows / Wintel VMware AS/400 / iSeries VM VSE AZUL Bluecoats HDS / EMC SANs	EXCEL / Word / Access / Project SAS / MICS / MXG HP Openview OVPI & OVPM BMC Patrol viclient Metron Athene, Mirador CM Hitbox NetDisco Ganglia / ORCA Best1 visualizer BAC / Topaz Gomez SCOM CA- eHealth NMON	RMF / CMF SLR/EPDM/TPR Omegamon Mainview Strobe/InTune/APA Astex Best1 TMON Compass NPM Smartpro	CICS VTAM NCP TSO / Roscoe Outlook SQL IDEAL / DATACOM Natural / ADABAS DB2 Netview Powerpoint DB2AM