

CODE A6

SUMMARY

Senior Systems Programmer Analyst with extensive experience with major and minor enhancements, reporting and system bugs. Proven track record in analyzing needs, developing systems and writing programs to meet customer requirements. Strong skills in COBOL, SYNCSORT, and VSAM on the OS/390 Mainframe platform. Expertise in integrating POPYRUS developed programs to the owner system.

EXPERIENCE

SUN LIFE FINANCIAL SERVICES, Wellesley, MA

1978-2009

Joined the IT team of Sun Life Financial, a financial services company providing financial planning, life insurance, health insurance, investments services as a computer operator and the progressed in the programming ranks to a Senior Systems Programmer Analyst.

Senior Application Programmer/Analyst

Formulated and defined system scopes and objectives in order to design, develop, or modify information systems.

- Possessed a key 24/7 multi-location production support role to help insure system availability to equal or exceed service level agreements with the business sector.
- Actively contributed to business meetings with business users to define business systems requirements resulting in resolution of problems in existing jobs.
- Responsible for development of detailed system requirements that met the need of the business.
- Assisted Project Leader in the development of detailed system specifications for major system installations.
- Coded programs, generated test program test data, tests and debugged programs.
- Demonstrated aptitude towards problem identification, resolution, comprehension and interpretation of technical procedures.
- Served as major contributor in the development of the infrastructure for a major conversion to in-house printing of all business documents including customer statements and disbursements resulting in a significant savings to the organization in printing and mailing cost of + \$600K.
- Participated in presentations and trainings to insure successful product roll out.
- Identified and corrected systems problems resulting in high customer satisfaction and overall better performance.
- Successfully conducted feasibility studies to analyze cost/benefit trade-off of systems solutions.
- Developed information technology projects using software development lifecycle including technical design and specifications determined from business requirement documents.
- Successfully provided technical expertise, direction and leadership to other team members.
- Performed research and analysis for problem resolution.
- Implemented programming changes to the production environments following completed releases.
- Provided system documentation which resulted in a technical overview for future needs.
- Demonstrated aptitude towards problem identification, resolution, comprehension and interpretation of technical procedures.
- Strong communication skills, both verbal and written, organizational skills, and the ability to work with confidential documents.

EDUCATION

BOSTON STATE COLLEGE, Boston, MA

PROFESSIONAL DEVELOPMENT

COBOL Computer Language at Boston University

COMMUNITY ACTIVITIES

Toastmasters International

President of Sun Life Financial Toastmasters (2005-2007)

Governor for Area 3, Division D, District 31, Eastern Massachusetts and Rhode Island (2007-2008)