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| [**Mailto:dlc@radix.net**](mailto:dlc@radix.net)  [**http://www.radix.net/~dlc**](http://www.radix.net/~dlc)  **Cell: 1.240.498.8617**  **Skype: dlc\_usa** | **David L. Craig** | **10017 Battleridge Place**  **Gaithersburg, Maryland**  **20886-1042**  **USA** |

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| **Summary** | | |
| * **Information technologist—over thirty years of solid accomplishment** | | |
| * **Not a shallow generalist, but a multiple specialist—what Gartner calls a *versatilist*** | | |
| * **Customer-oriented—keeps the big picture in mind—knows much more than merely IT** | | |
| * **Delivers *excellence*; e.g.,** | | |
| * + **NASA Goddard Space Flight Center:** | **Certificate of appreciation citing *exceptional service*** | |
| * + **Group 1 Software:** | **Wall plaque citing *special recognition*** | |
| * + **AGS Information Services:** | ***Consultant of the month* (thrice)** | |
| * + **Keane:** | **Core competencies award for *customer satisfaction*** | |
| * **Hands-on computer administration, security, development, support, and QA** | | |
| * **Knows:** | | |
| * + **Mainframes:** | | **z/VM, z/OS, z/VSE, zLinux** |
| * + **UNIX servers / workstations:** | **AIX, HP/UX, SunOS, Solaris, GNU/Linux, others** | |
| * + **x86 PCs:** | | **DOS, Windows, OS/2, WNT, XP, GNU/Linux, SCO** |
| * + **Data communications networks:** | | **TCP/IP, SNA, BISYNC, X.25, ASYNC** |
| * **Creative, flexible, energetic, razor-sharp, self-motivated, and ethical** | | |

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| **Relevant Experience** (Skills Overview) |

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| **System / Network Administration** | * **Mainframes to PCs (z/OS, z/VSE, z/VM, UNIX, GNU/Linux, Microsoft, Cisco)** * **Networks (TCP/IP, SNA, X.25, BISYNC, ASYNC)** * **Determined causes of operating / performance / security issues and what to do about them, including around three dozen severity 1 events that cost clients 5–6 figures per minute and altogether required about two hours to resolve** * **Interfaced with hardware and software vendor technicians – installed and maintained equipment, machines, wiring, operating systems, and programs** |
| **Software Development** | * **Applications programs, device drivers, system level (kernel) routines, commercial program products (including privileged / authorized code)** * **Assembler, MASM, REXX, C, COBOL, shell scripts, VSAM, VTAM, TCP/IP, more** * **Mainframes to PCs (z/OS, z/VSE, z/VM, zLinux, MS-DOS, Windows, OS/2, WNT)** * **Created external and internal designs by analyzing needs and requirements** * **Packaged (aka build and integration) program products using tools including SMP/E, tar / gzip, and InstallShield 3 and 5** |
| **Quality**  **Assurance** | * **Conducted tests and participated in all roles of formal inspections of products, services, and processes in conformance to IBM Systems Institute guidelines** * **Improved throughput or corrected inadequacies by identifying pertinent metrics of system / program performance, then performing analysis / reconfiguration iterations** * **Streamlined testing processes by developing automata to drive test case execution and evaluation** |
| **Support /**  **Consulting /**  **Teaching** | * **Effectively conveyed information and fostered cooperation conversing with and actively listening to clients, customers, peers, subordinates, and superiors** * **Successfully transferred knowledge via product documentation, presentations, tutorials, formal classes, seminars, and large scale RFP issues and responses** * **Skilled in BookMaster, nroff, Word Perfect, Office, Project Workbench, much more** * **Maintained awareness of trends and emerging technologies in the IT industry to stay current and to grasp their implications for client businesses; e.g., began advocating GNU/Linux for personal and client benefit in 1993** |

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| **Professional Experience** (clients of employer are bulleted) | |
| * **Panzer Solutions LLC** (2011)**:** | * **Mainframe Consultant:** |
| * + **New York Life Insurance Company** (2011) | * + **Senior Systems Programmer (MVS/OE, SSH)** |
| * **IBM GTS** (2010-2011) | * ***CLAS* Level 2 Support (z/VM, z/OS, REXX)** |
| * **Realistic Computing, Inc.** (2006-2009)**:** | * **Member of the Technical Staff:** |
| * + **City of Baltimore–MOIT** (2006-2009) | * + **IBM Systems Programmer (z/VM, z/VSE, CICS)** |
| * **America Online** (2000-2001) | * **Senior Systems Analyst (HP/UX, C, Perl)** |
| * **Keane/AGS Information Services** (1990-2000)**:** | * **Senior Consultant:** |
| * + **Verizon** (1999) | * + **Mainframe Developer (MVS, COBOL, IMS, DB2)** |
| * + **Group 1 Software** (1993-1999) | * + **Platform Specialist/UNIX Administrator** |
| * + **IBM FSD** (1992-1993) | * + **SSA OCD Developer (OS/2 device driver)** |
| * + **National Geographic Society** (1992) | * + **Networking Architecture Consultant** |
| * + **IBM FSD / AT&T** (1992) | * + **Member of the SBIS RFP Response Team** |
| * + **NASDAQ Stock Market** (1991-1992) | * + **Network RFI/RFP Support Specialist** |
| * + **National Security Agency** (1991) | * + **X Windows Developer (HP 9000 HP/UX, C)** |
| * + **IBM ASD** (1990-1991) | * + **Build and Integration Specialist (MVS)** |
| * **ARINC Research** (1989-1990) | * **Principal Analyst (UNIX, C, TCP/IP)** |
| * **Computer Associates, International** (1988-1989) | * **Senior Product Engineer (*CA-FastDASD*)** |
| * **Network Solutions** (1984-1988) | * **Lead Software Engineer (*DDN/MVS*)** |
| * **Computer Sciences Corp.** (1983-1984)**:** | * **Computer Scientist:** |
| * + **NASA Goddard Space Flight Center** (1983-1984) | * + **Senior Systems Programmer (VM, Networking)** |
| * **COMNET** (1982-1983) | * **Senior Systems Programmer/Developer (*ALPHA*)** |
| * **Johnson Systems** (1980-1982) | * **Software Developer (*JARS*, *ALARM*, *APEX*)** |
| * **Fairchild Industries** (1979-1980) | * **Senior Systems Programmer (VM, VS1, and MVT)** |
| * **General Electric Information Services** (1978-1979) | * **Systems Analyst (MVS Maintenance Specialist)** |
| * **COMNET** (1977-1978) | * **Systems Programmer/Developer (MVT, *ALPHA*)** |
| * **Binary Associates** (1977)**:** | * **Partner:** |
| * + **Sun Life Insurance** (1977) | * + **Administrator/Developer (HP 3000 MPE-II, SPL)** |
| **Planning Research Corp.** (1975-1977)**:** | **Member of the Technical Staff:** |
| * + **NASA Goddard Space Flight Center** (1976-1977) | * + **Systems Programmer (MVT/HASP/TSO, COBOL)** |
| * + **PRC Computer Center** (1976) | * + **Technical Support (MVT/TSO, ALC, COBOL)** |
| * + **Marriott** (1975-1976) | * + **Senior Programmer (MVT/HASP/TSO, ALC)** |
| **Computer Data Systems, Inc.** (1974-1975)**:** | **Member of the Technical Staff:** |
| * + **National Credit Union Administration** (1974-1975) | * + **Programmer (MVT/HASP, COBOL, ALC)** |
| * + **U.S. Census Bureau** (1974) | * + **Programmer (DOS/VSE/POWER, ALC)** |
| **PRC Computer Center** (1972-1974) | **Operator/Shift Supervisor (MVT/HASP/RJE/TSO)** |

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| **Technical Education** | | | | |
| **Computer Learning Center** | **Technical Diploma with Honors** (4.0) | | | **Mainframe Programming** |
| **Montgomery College** | **“Introduction To Microprocessors”** (4.0) | | | **Electrical Engineering** |
| **Learning Tree** | **“Perl Workshop”** (tested for credit) | | | **Computer Programming** |
| **Non-credit vendor classes** (IBM, Amdahl, HP, Learning Tree, CACI, AFCEA) | | | | |
| * **UNIX System Administration** | | * **Network Modeling** | * **Military Data Communications** | |
| * **SMP/E Migration** | | * **CP Internals** | * **CMS Internals** | |
| * **VM/370 Installation** | | * **VM/370 Advanced Topics** | * **SMP 4** | |
| * **MVS For Systems Programmers** | | * **MPE-II Capabilities** | * **Systems Programming Language** | |

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| **Other Information** |
| |  | | --- | | * **Participated in the IBM user group, SHARE, as a member of the VM Group, including briefly chairing the Passthru Committee** | | * **Active in VMSHARE and subsequent mainframe mailing lists / websites** | | * **Attended and sometimes helped run HILLGANG off and on since the mid-70s** | | * **Held DISCO Secret clearance that lapsed in 1988–should be clearable for TS with Poly** | |
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