

Resume of William O. Smith Jr.

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Summary:

Application Development and Maintenance Programmer Analyst since 1968 and a SAS Programmer/Analyst/Consultant since 1981. Provided SAS Center of Competency Services to numerous clients that include consulting, problem solving, debugging, integrating, product upgrading, product installing, performance tracking and tuning, administrating, and on-the-job training. Annually attended SUGI (SAS User Group International) for 19 consecutive years to maintain technical vitality. **Telecommute only.**

Hardware:

IBM Mainframe(S/360, S/370, S/390, 30xx, 43xx, 9xxx, 2064, Z9, Hitachi 9672), UNIX Servers(HPUX and SuperDome), Windows NT/2003 Servers, PC Desktop, PC Laptop

Software:

Base SAS, SAS Enterprise Guide, SAS/AF, SAS/ASSIST, SAS/CONNECT, SAS/FSP, SAS/ACCESS Interface to ODBC, SAS/ACCESS Interface to DB2, SAS/ACCESS Interface to Teradata, SAS/ACCESS Interface to Oracle, SAS/ACCESS Interface to ADABAS, SAS/EIS, SAS Macros, SAS/GRAPH, SAS/IMS, SAS/STAT, SAS/OR, SAS/SHARE, JMP, z/OS, MVS, JCL, JES2, JES3, DB2, SAS SQL PassThru, SAS ODS, SAS Management Console, SAS Integration Technologies, SAS Metadata Server, SAS Workspace Server, SAS Stored Process Server, SAS BI Server, TSO SPF/ISPF/PDF, UNIX, VPS, ATTACHMATE, RUMBA, Reflections, IBM Host On Demand, ATT Global Client, PC Anywhere, PVCS, VPN, FTP, FILE-AID, PCL5, DJDE, PC SAS under Windows (3.1,95,98,NT,XP 2000 Professional), Microsoft Office(WORD, EXCEL, Outlook, Internet Explorer, VISIO), WS_FTP95, Clarify, Peregrine, Remote Desktop Connection.

Professional Services:

Sr. SAS Consultant, Capital One & IBM Global Services (October 2004-present)

Provided enterprise-wide SAS first thru third Level support to over 1500 Capital One SAS customers internationally as a member of the Business Intelligence(BI) Tools Support Team. All levels of support included server, system monitoring, debugging and product upgrading. Assisted customers with code optimizations, error resolution and guidance(educating the customer for the next time) by answering as much as possible versus giving answers in a vacuum. Performed SAS Administration functions across PC Windows XP, HP UNIX, HP Itanium, MVS, z/OS, Wintel and Wintel Itanium platforms. Monitored availability of SAS services such as SAS/SHARE SAS/CONNECT, and SAS IOM Spawners at the server level. Provided input on best development practices and published resolutions to common issues. Monitored “Hot Fix” releases, evaluated importance, and made suggestions for implementation. Implemented and documented changes via approved Change Control mechanisms. Established and maintained communication links with SAS Institute, Inc., customers, Technical Support, Operations, Server Administration groups, DBAs as well as peer consultants. Maintained and updated Product Support knowledge base. Assisted in SAS Release 9.1.3. testing, installation, and support activities across Windows, z/OS, and UNIX platforms.

Sr. SAS Consultant, United Services Automobile Association(USAA) (June 2004-July 2004)

Provided on-site SAS expertise to the Enterprise Capacity & Performance Management department developing SAS programs for the Forecasting Accuracy project. All SAS code was developed on Windows XP 2000 Professional Edition using SAS Base and SAS/GRAPH Release 8.2. Primarily, SAS MACROs, SAS PROCS(PROC GPLOT, REPORT, IMPORT, TRANSPOSE, SORT, PRINT, CONTENTS, FORMAT, SQL) and DATA STEP programming steps generated Web-Enabled Graphs and Reports using SAS ODS(Output Delivery System)-generated HTML.

Sr. SAS Consultant, The Hartford Insurance Group (July 2003-April 2004)

Provided on-site and telecommute SAS expertise to Personal Lines Speed To Market developing SAS programs for the Test and Learn project. All SAS code was developed on Windows XP 2000 Professional Edition using SAS Enterprise Guide, Release 8.2, for installation and testing on the UNIX platform. Primarily, SAS MACROs, SAS PROCS(PROC TABULATE, SORT, PRINT, CONTENTS, FREQ, SQL) and DATA STEP programming steps generated Web-Enabled Reports using SAS ODS(Output Delivery System).

Professional Services(continued)

Sr. SAS Consultant, DMA(Department of Medical Assistance) at the State of Massachusetts (January 2001-September 2001)

Provided on-site and telecommute expertise in analyzing the existing “Benefit Plan System” for in-efficiencies and made recommendations. Assessed/determined value of ADABAS replacement of existing IMS extracts as they relate to the “Benefit Plan System”.

Developed/tuned programs using Base SAS, SAS MACROS, SAS/ACCESS Interface to ADABAS, and SAS/CONNECT. Assisted in migration of SAS Release 6.09 to SAS Release 8.1.

Sr. SAS Consultant, Marketing Information Technology (June 1999 – October 2000)

Wrote SAS programs to analyze large amounts of Internet marketing data for large Internet service providers in U.S. Extracted data and provided key management reports. Analyses were performed on the MVS mainframe using Base SAS, TSO/ISPF, JCL and MVS utilities. A variety of standard SAS techniques were used including statistical procedures (SAS/STAT) in the generation of reports including the SAS ODS (Output Delivery System) output generated in an HTML (HyperText Mark-up Language) format. Adhoc programs/changes were developed under extremely time-constrained deadlines with quality and accuracy as the primary objectives.

Sr. SAS Consultant (June 1998-October 1998)

For Anthem Blue Cross Blue Shield of Connecticut Public Sector and as part of the IRP (Internal Rating Project), converted QMF queries and reports to SAS while providing SAS OJT (On-the-Job Training) to department members.

Sr. Systems Advisor (July 1997-March 1998)

Developed for Blue Cross Blue Shield of Massachusetts Actuarial Business Systems, ad-hoc SAS reports while maintaining and troubleshooting existing online and batch MVS SAS data manipulation and reporting systems.

Professional Services(continued)

Sr. Systems Advisor (May 1995-June 1997)

Co-developed with/for Blue Cross Blue Shield of Massachusetts the PIRS (Provider Incentive Reporting System). Assisted EDS in AD&M (Application Development and Maintenance) of PIRS for follow-on releases. Developed, in a two-tiered Client Server Architecture, the PIRS EIS (Enterprise Information System) prototype using SAS ECO (Enterprise Computing Offer) products which provide a GUI (Graphical User Interface)-driven front end to PIRS utilities. This

system enables both BCBSMA customers and EDS developers to cut mainframe costs and complete Decision Support and AD&M activities without having to know any SAS, DB2, SQL, QMF or JCL syntax. Provided PC SAS QUERY WINDOW classroom and on-the-job training. Installed, tested, and provided COC(Center of Competency) support for PC SAS Release 6.11 under Windows.

Systems Advisor

(June 1993-May 1995)

Developed for Yale New Haven Hospital the Online Clinical Summary Report System in two-tiered Client Server Architecture. This system featured SAS Products on the MVS mainframe coupled with SAS/ACCESS, SAS Base, SAS Macro Language, SAS/ASSIST, SAS/FSP, PROC REPORTs, SAS/CONNECT, SAS/AF, Screen Control Language (SCL) running under the Windows version of SAS Release 6.10. The applications utilized customer input to selectively gather and merge Clinical information from nearly a million rows on five (5) separate DB/2 tables on the MVS host and serve the information back to the customer on the PC workstation in a concise report format available for display and/or hardcopy.

Independent SAS Consultant

(April 1992-May 1993)

As a member of the SUGI (SAS User Group International) Consultants' Registry and in response to a request from the SAS Institute, Inc. Manager of Publications Marketing, proofread and critiqued an unedited draft of a proposed SAS manual entitled, "SAS Software Solutions: Basic Data Processing."

Professional Services(continued)

Advisory Programmer

(December 1988-March 1992)

Provided Programmer support skills via intensive and personalized on-the-job training for peer programmers. Provided DPRS Consulting and troubleshooting expertise to customer community throughout this period. Provided SAS consulting expertise sitewide (3000+ customers) to all major organizations throughout this period. Provided periodic off-site SAS consulting expertise to IBM Poughkeepsie and IBM Corporate Headquarters personnel. Facilitated feasibility of regionalizing DPRS at a central location. Facilitated the gathering of requirements for a regional resource planning system and a regional Data Processing Billing system. Facilitated the organization of regional MVS Customer Council.

Advisory Programmer

(June 1985-November 1988)

Developed strategies in support of the Materials Logistics Organization, including: (1) A 4GL (4th Generation Language) SAS Strategy to support End-User Computing and I/S; (2) A Data Base Integrity Strategy; (3) A Change management Strategy. Developed Management Tracking tools (SAS) to monitor Department production support activities and to help control resources. Planned and implemented Department Education procedures. Assisted in development of a methodology to communicate customer problems and solutions within the I/S organization. Facilitated the resolution of issues resulting from migration of CMIS to IMS DBMS (Data Base Management System). Provided technical guidance to department personnel. Provided SAS technical assistance to IBM East Fishkill to identify Chip Quality problems. Planned and implemented ABEND reporting tools (SAS) for the Department, Project and Function. Streamlined the collection and reporting of Quality activities for the Department and Project via SAS. Developed and implemented a SAS tool for decreasing Department Security violations. Facilitated project management of migration, production support, development, problem and change management activities of Department personnel. On temporary assignment to ROLM, Santa Clara, developed conversion tools (SAS) for bridging a Hewlett Packard Engineering Basic Records System to an IBM MVS Engineering Basic Records System (DPRS).

Professional Services(continued)

Advisory Programmer(continued)

(June 1985-November 1988)

Provided DPRS Consulting Expertise to ROLM personnel. On temporary assignment to IBM East Fishkill, developed an action plan to resolve performance and DASD issues with a Manufacturing database (SAS). Database load times and DASD usage were reduced by 60 percent and 20 percent respectively, circumventing premature end-of-life for the project and averting a total system rewrite. Developed an on-line system, Project Management using SAS/OR (PMUS) for the Corporate Program Office to track the national installation activities of a major Corporate Materials Logistics System. The system saved the Project Leader 35 percent of his time over the previous manual method of Project Management.

Staff Programmer - Advisory Programmer

(June 1984-June 1985)

Provided design, testing, installation and education support for the Corporate CPF (Central Planning File) System in conjunction with developers at Sterling Forest and customers internationally. Trained supplemental employees to develop Project Management tools using SAS.

Staff Programmer**(June 1981-May 1984)**

Justified, procured, installed and tested the pilot versions of SAS (Statistical Analysis System) products on the East Fishkill site. Controlled site usage and education of SAS as the SAS COC (Center of Competence). Interfaced with IBM locations to share SAS Productivity Tools. As an IMS DBA (Data Base Administrator), monitored system performance of the IMS cluster and facilitated installation of Computer Performance Evaluation Tools (i.e., MICS [MVS Integrated Control System] and Merrill's Guide to CPE). As the Information Center SAS product Representative, designed, coordinated, and taught SAS classes and served as site interface to SAS Institute, Inc..

Professional Services(continued)**Senior Associate Programmer****(June 1976-May 1981)**

Assisted in the installation activities of the Corporate DPRS (Development Production Records System). Worked closely with Product Documentation and Engineering Records Organizations to ensure proper system function. Worked with program developers to identify and resolve program errors. Assumed DPRS Team Leadership role to support, train, and direct Application Support personnel. Controlled the installations, testing, support and database integrity of all DPRS follow-on releases.