

MAMIE BALDWIN

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SUMMARY

Innovative and tenacious IT technician and Manager with more than 30 years experience and success in Information Technology development and management. Creative, High Reliability Organization (HRO)-oriented, and customer-focused with proven leadership capabilities and exceptional technical knowledge. Record of accomplishment and a demonstrated passion for technology that has included extensive mainframe open-source development experience and the publication of dozens of articles and papers.

SELECTED PROJECTS & ACCOMPLISHMENTS

- Implemented over 175 virtual Linux servers under z/VM, contributing significantly to the project management efforts.
- Oversaw the implementation of a new Linux under z/VM infrastructure for an account on the east coast, contributing the initial project plan and providing significant assistance to the designated PM.
- Prepared a server virtualization proposal (zSeries Linux) that proposed savings of several hundred thousands of dollars through the consolidation of individual servers to a smaller number of centrally managed zLinux servers. Including managing several pilot efforts using z/VM and zLinux.
- Led the successful integration of HRO principles through the training and coaching of team members and leadership, and participated in extensive HRO immersion training as well as a class on Kempner-Tregoe problem analysis while Supervisor of the DEC and Tandem support team.
- Achieved 99.99% availability through exceptional server and application management and integration of HRO principles into day-to-day operations while Supervisor of the DEC and Tandem support team
- Directed the successful transition of training for local support personnel from classroom to computer-based training while Managing the Lotus Notes support team.
- Reduced downtime from several hours to less than 30 minutes each during one unplanned and three planned power outages by identifying effective solutions in collaboration with team members and customers while Supervisor of the DEC and Tandem support team.
- Designed, coded, documented, and implemented a wide variety of broadly distributed and highly effective tools for IBM's z/OS platform to simplify processes used by platform programmers and users. Features, projects, and accomplishments included:
 - Developed a batch and interactive tool for sending e-mail, including file attachments with reports formatted for HTML, PDF or RTF formats. Currently in use by over 300 installations and credited with savings over \$1 million annually in one reported project.
 - Developed interactive ISPF tools for system library management, change management, and user notification (news) creation and management.
 - Created an ISPF dynamic application menu tool, provided an FTP interactive dialog, and provided easy access to document archives (CA-View) and interfaces for both FTP and E-Mail.
 - Developed and presented related training programs for z/OS systems programmers and users.
 - Developed a tool that enhanced production batch scheduling capabilities by allowing for controlled access by application owners to modify and resubmit selected batch jobs.
- Founded and chaired the SHARE *System Workflow Manager Committee* which initiated IBM's development of the z/OS Workload Manager.
- Co-chaired the SHARE *VM System Managed Storage Task Force* and served as principal author of a white paper detailing personal designs and development that led directly to IBM's development of the Adstar Distributed Storage Manager (now Tivoli Storage Manager) product.
- Served as a member of the SHARE MVS Group's *MVS Technical Steering Committee* which held non-disclosure discussions with IBM MVS development and provided significant input on IBM designs and plans.
- Frequent speaker on technical topics from 1982 to 2004.

PROFESSIONAL EXPERIENCE

IBM, City, ST Oct 2010 –Present
z Client Architect

Support the pre-sales team at IBM in architecting solutions, both hardware and software, for customer accounts in the Western US. Providing post-sales support including installation planning, migration planning and managing problem situations.

IBM, City One, ST June 2009 –Sept 2010
Mainframe Virtualization

Manage and support the z/Linux infrastructure for Kaiser Permanente and assist with other accounts.

LARGE HMO IT, City One, ST 1995 – June/2009
Consultant/Specialist Mainframe Virtualization (2007 – Present)

- Generated Strategy and Tactical plans to operationalize z/VM as a virtual infrastructure hosting environment.
- Developed plans for virtualization of 400+ servers from AIX/Solaris to Linux under z/VM
- Prepared Operational RACI and managed the creation of numerous technical SOPs
- Designed and Implemented web based interface for Operations to simplify and structure the standard operational tasks

Supervisor, Enterprise Platforms DEC/Tandem (2005 – 2006)

- Supervised a team of 12 technicians tasked with providing 24x7 support for five platforms and servers running mission-critical care delivery applications (Pharmacy, Lab Analysis and Reporting, Patient Scheduling, Patient Medical data warehouse, etc.).
- Managed business continuity issues and an environment including more than 100 servers distributed across multiple locations.
- Prepared and oversaw both capital and operating budgets in excess of \$2 million annually while keeping within budget.
- Interfaced effectively with management and customers to reduce the impact of issues on care delivery and facilitate highly effective problem resolution strategies.
- Coordinated bi-weekly, daily, and one-on-one meetings with teams, team leads, and team members to foster communication and reduce surprises.
- Assisted staff members in developing career goals in anticipation of the retirement of their platform.
- Built and maintained a Lotus Notes database that is used to track every aspect of staff management from contact information to weekly status reports, performance goals, and reviews.
- Created and maintained numerous Excel worksheets used to simplify a variety of management functions, including salary management and vacation tracking.
- Developed and implemented numerous tools that enhanced team management in the areas of status reporting, performance reviews, goal setting, development planning, and much more.
- Worked with the Systems Transition team to ensure a broad understanding of topics related to the migration of applications to a new strategic platform.
- Transitioned when position eliminated to an Individual Contributor role.

Manager, Messaging and Collaboration Services Run Team (2004 – 2005)

- Directed the efforts of a team of 21 technicians responsible for supporting more than 140,000 mail users spanning five different mail platforms and over 100 infrastructure servers.
- Performed incident and request queue management, handled customer escalations, and effectively managed vendor relationships.
- Prepared and administered operational and capital budgets in excess of \$3 million annually keeping within budget.
- Directed critical situation events with IBM caused by insufficient infrastructure. Prepared and managed score card to track infrastructure issues from initiation to resolution.
- Transitioned when position eliminated to a supervisor role.

Lead MVS Systems Programmer (1995 – 2004)

- Led a team tasked with providing support for the company's MVS and z/OS servers and assisted customers with reported incidents, issues, and questions.
- Performed hardware/software upgrades, system maintenance, and corrective service activities.
- Developed processes and procedures and created and implemented a variety of tools used to optimize numerous functions in this role.
- Transitioned when position eliminated to a manager position.

LARGE AEROSPACE, Beach, ST

1979 – 1994

Senior JES3 Systems Programmer

- Supported the JES3 environment for the company's MVS and z/OS servers and assisted customers with reported incidents, issues, and questions. Eliminated 75% of all user modifications (over 125,000 lines of code).
- Developed numerous tools for both end users, operations and system staff to improve productivity.

AFFILIATIONS

- Contributing Writer and Editor, the Network and Systems Professionals Association (NaSPA), 1997 – 2006.
- Numerous leadership and staff volunteer positions, SHARE (an independent, volunteer run association providing IBM customers with user focused education, professional networking, and industry influence), 1982 – 2004.
- Linuxcare customer council member providing feedback on the Levanta product to manage Linux on zSeries under z/VM. 2003-2004.
- Serena Startools Customer Council founder and member. 2002-2004.

AWARDS

- Recipient of the NaSPA Editorial Excellence Award in recognition of exceptional reader feedback on technical works written and published for the organization (2000).
- Presented with the SHARE President's Award in recognition of outstanding work done on the organization's members web site (March 1998).
- 2nd Place Winner, LARGE HMO IT "We Deliver Health Care" contest (2006).
- SHARE Service Award in recognition of 20 years of volunteer service (2004).
- SHARE Service Award for 4 years service on the SHARE Senior Management Team (1990 – 1994).

EDUCATION

PEPPERDINE UNIVERSITY, Malibu, CA

Bachelor of Science in Management**TECHNICAL SKILLS****Operating Systems:**

IBM z/OS and z/VM, Microsoft Windows (client), Linux (Red Hat and Suse) on Intel and zSeries, Palm OS, and Windows Mobile (Pocket PC).

Programming Languages:

IBM zSeries Assembler, REXX, ISPF Dialog development, HTML, and Domino database development.

Networking:

TCP/IP, SMTP, and FTP.

Applications & Tools:

Numerous z/OS utilities and tools from both IBM and other vendors, Microsoft Office (Word, Excel, PowerPoint, Project, Visio, Access, and FrontPage), and IBM Domino (Lotus Notes, Sametime, and Domino Web Access).

PUBLICATIONS

Written and published numerous articles for the Network and Systems Professionals Association (NaSPA) *Technical Support Magazine* (currently awaiting publication article number 20 on HRO in the January 2007 issue):

- “HRO – The New TLA to Solve All Our Problems.” Article on High Reliability Organizations introducing the concept to technicians. September 2006.
- “Enhancing Clist, REXX, and ISPF Panel Development.” Article on using the TRYIT ISPF Edit command to dynamically assist in the development of CLISTS, REXX, ISPF Panels, etc. September 2004.
- “ISPF Edit Spelling Checker.” Article on ISPF Edit Spell Checker Command. August 2004.
- “Logging On To Multiple LPARs with the Same User ID.” Article on how to configure systems to logon to multiple LPARs with the same user ID at the same time. May 2004.
- “Packaging z/OS Open Source Software for Distribution.” Article on how to send e-mail from z/OS. February 2004.
- “z/OS Report Distribution via Electronic Mail for the z/OS User.” Article on how to send e-mail from z/OS. January 2004.
- “z/OS and OS/390 Freeware Collection.” Article on collected mainframe tools. October 2003.
- “Reading and Writing Data Using REXX EXECIO.” Article explaining how to read and write data using the REXX EXECIO function. April 2003.
- “Product Launch Point – Simple ISPF Menus.” Article on the Product Launch Point tool. August 2002.
- “Parsing Command Line Arguments in REXX.” June 2002.
- “RNEWS: ISPF News and Announcement Tool.” Article on ISPF News and Announcement Dialog. January 2002.
- “SDSF Add-on's.” Article discussing several newly developed add-ons to SDSF. May 2001.
- “Linux on S/390 and zSeries: Getting Started.” Article on Getting Started with Linux on S/390 and zSeries. September 2001.
- “Introduction to OS/390 REXX.” Article introducing OS/390 REXX to new REXX programmers. March 2001.
- “Using System Name/Token Pairs.” Article on using System Name/Token Pairs via assembler. December 2000.
- “Distributing Reports via E-Mail.” Article on how to send reports using e-mail. December 1999.
- “Installing ISPF Apps.” Article on easy methods for installing ISPF applications. September 1998.
- “Submitting Jobs Using FTP.” Article on how to submit jobs via FTP. May 1998.
- “Sharing Information Using FTP.” Article on using FTP from MVS to MVS or MVS to the world. December 1997.