

Diane Winston
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OBJECTIVE

To obtain a challenging position in an Operations environment offering growth opportunity, utilizing my professional skills in project analysis, logic, communication, customer satisfaction and follow-through.

SUMMARY

Dedicated professional with more than 25 years of progressive management experience in Customer Service and Data Processing environment. Excellent ability to prioritize workloads, meet deadlines and work well under pressure. Proficient in coaching, training and administration.

EXPERIENCE

Daily operation of high performance computer platforms, clustered systems, and mid-range computers from Cray, IBM, Silicon Graphics, Sun, Hewlett Packard, and other UNIX and NT systems.

Monitor all computer equipment, working to maximize the uptime of all systems to provide a stable, accessible service to all users. Analyze and coordinate shift efforts to determine plans and recovery to meet departmental requirements and priorities.

Responsible for the priority resolution of production exceptions. Supports multi-functional servicing of mainframe, print and communication systems in a fast paced, high volume Data Center, while consistently meeting and exceeding production goals.

Successfully interface between different levels of management and associates. Coordinate efforts on method improvements, workflow and scheduling assignments to ensure user satisfaction.

Produce an internal documentation system to track and insure problem resolution to internal clients. Evaluate production trends for cost analysis and capacity planning.

Hire incoming applicants for various data entry and operation positions, maintain production statistics and attendance records for administering performance reviews.

EMPLOYMENT HISTORY

November 2007- Present	Robert Half Technology-Minneapolis MN
September 2007- November 2007	NetAspx – Minneapolis MN Computer Operator/Technical Support
January 2000 - August 2007	Northern Arizona University – Flagstaff AZ Computer Operator, Senior
March 1999 - January 2000	University of Arizona – Phoenix AZ Lead Data Entry Operator
February 1996 - March 1999	U S Postal Service – Glendale AZ Document Conversion Operator
August 1981 - February 1996	National City Processing Company – Phoenix AZ Data Operations Supervisor

TECHINCAL SKILLS

Strong knowledge of MVS OS/390 mainframe systems and job restarts.
Fluent in Peoplesoft in a UNIX platform, JCL, Netmaster, Jobtack, Trms, VTAM
IDMS, CICS, TSO/ISPF, CICS, JES2, BETA, AutoSys and Appworxs job
schedulers, Lawson, Oracle and Kronos
Proficient in MS Office environment: Access, Excel and Word.
Accounts Payable and QuickBooks Payroll

EDUCATION

Coconino Community College – Flagstaff AZ
Phoenix Community College – Phoenix AZ
Rio Salado Community College – Phoenix AZ
Communication Skills – National Seminars
Creative Problem Solving – Scottsdale Community College

Management and Supervisory Development – National City Processing Company