

DIANE WINSTON

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PROFILE SUMMARY

Versatile **IT Professional** with more than 25 years of progressive management experience and specialized expertise in Customer Service and Data Processing; quickly becomes an asset to any growth-minded firm; unique qualities include:

- ◆ Rigorous multi-faceted information technology experience that encompasses hardware, systems, and software.
- ◆ Effectual communication ability and strong, concise verbal skills; understands importance of meeting deadlines.
- ◆ Proficiency in coaching, training, and administration developed through years of increasingly responsible roles.

TECHNICAL SKILLS

Hardware	MVS OS/390 • PeopleSoft in a UNIX platform • Cray • Hewlett Packard
System Operations	JCL • TSO/ISPF • IDMS • CICS • VTAM • Trms • Sysview • Netmaster • JES2 • CA7/11 • AutoSys and Appworxs job schedulers • Tape operations on StorageTek
Software	Microsoft Windows & Office Family • QuickBooks

CORE PROFICIENCIES

- 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 uptime of all systems to provide stable, accessible service to users. Analyze and coordinate shift efforts to determine plans and recovery necessary in meeting departmental requirements and priorities.
- Responsible for priority resolution of production exceptions. Support multi-functional servicing of mainframe, print, and communication systems in fast-paced, high-volume Data Center while consistently meeting and exceeding production goals.
- Liaise among multiple levels of management and associates. Coordinate efforts on method improvements, workflow, and scheduling assignments to ensure user satisfaction.
- Produce internal documentation systems to track and insure problem resolution for 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

Company / Organization	Title / Role	Years Active
ROBERT HALF TECHNOLOGY	Temporary Employee	11/2007 – Present
NETASPX	Computer Operator/Tech Support	9/2007 – 11/2007
NORTHERN ARIZONA UNIVERSITY	Senior Computer Operator	1/2000 – 8/2007
UNIVERSITY OF ARIZONA	Lead Data Entry Operator	3/1999 – 1/2000
U.S. POSTAL SERVICE	Document Conversion Operator	2/1996 – 3/1999
NATIONAL CITY PROCESSING COMPANY	Data Operations Supervisor	8/1981 – 2/1996

EDUCATION

Diploma, CENTRAL HIGH SCHOOL – Phoenix AZ

Intro to Data Processing, Phoenix Community College

References Available Upon Request