

May S. Joe
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Senior Programmer Analyst

Summary: Accomplished Senior Programmer/Analyst with over 10 years of Fortune 500 experience on mainframe and server platforms. Saved \$750,000 by integrating three tax systems. Successfully avoided \$20 million in IRS tax penalties through outstanding effort in meeting strict deadlines for critical software system.

Skills:

Languages: COBOL3, SQL, DYL280, TCL
Hardware: IBM 370/3090, IBM PC, and VeriFone Tranz 330
Utilities: ChangeMan ZMF, Rational ClearQuest, Endeavor, Panvalet, VI Editor, TSO/ISPF, File-AID, Abend-AID, Xpeditor, IMS-Xpert, NDM, FTP, MFS, BMS, SPUFI, RAD, PMM
Databases: SQL, Oracle, VSAM, IMS DL/I, DB2
Communications: IMS/DC, CICS
Job Control: MVS/JCL
OS/Environments: MS Windows, UNIX, MVS/XA, MVS/ESA, MS/DOS, VM/XA

Professional Experience:

American Honda Motor Company, Inc., Torrance, CA **2007 - 2008**
Business Analyst (contracted via Techlink Systems, Inc.)

- Defined and documented business requirements by facilitating Joint Application Development sessions with 10-15 business users, and converted business requirements into functional requirements.
- Documented and created “current state” process and data flows for three projects with a combined value of \$6 million.
- Created and analyzed problem logs for resolving issues with three projects.
- Developed functional test plans and assisted with User Acceptance Testing.

WellPoint, Inc., Thousand Oaks, CA **1997- 2007**
Senior Programmer/Analyst

- Led up to 20 team members on various projects that were completed on time.
- Successfully avoided \$20 million in IRS tax penalties by delivering operational software system on time for complying with IRS filing requirements and for mailing Form 1099 statements to clients.
- Saved \$750,000 by successfully merging three separate 1099 tax systems into an integrated corporate system (Anthem, WellPoint, and WellChoice).
 - Collected, assessed and documented business requirements.

- Converted business requirements into functional requirements and technical specifications.
- Created flowcharts per business requirements.
- Defined test conditions and created accurate test plans. Completed documentation of test results and implemented all modifications.
- Supervised and provided on-call support for online and batch systems, such as: the Corporate 1099 Tax System, the Individual Small Group Claims System, and the Provider Pricing System.
- Analyzed and resolved all online and batch production issues in a timely manner and consistently provided the business users with an online system availability of 100%.
- Provided adhoc 1099 reports to the corporate tax office and affiliated departments in less than 24 hours for abating penalties, researching fraud, and reconciling balances.
- Developed up to 10 training documents, and trained business users and contractors as needed on the online tax screens and the daily and year-end system procedures.

Awards:

- Achieved Awards for Excellence for IT Support for five consecutive years.
- Achieved Certificates of Appreciation for three consecutive years.

Education:

- California State University, Los Angeles, CA – Bachelor of Science Degree
- Long Beach City College, Long Beach, CA – Certificate in Computer Programming

Additional Training Classes:

- CICS/TS Command Level Programming
- DB2 for z/OS SQL & Application Programming
- Introduction Relational Databases and SQL
- Implement Database Design with SQL Server
- Web Intelligence Business Objects XI – InfoView and Java Report Panel

Affiliations:

- South Bay Professional Association (SBPA) member. Also participated as training/administration committee member.
- Long Beach Rescue Mission – volunteer at Learning Lab. Conducted interviews and assessed reading comprehension, English and math skills).