**John T. Head**

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* **Senior Software Applications and Print Services Consultant** (full SDLC) in Banking, Brokerage, Health Insurance, Commercial Insurance, Communications, Conversions, Migrations, Print Services; Billing, Statements, legal correspondence
* Sr Systems Analyst, Technical Analyst, Applications Developer, Business Analyst, Project Coordinator, Project Manager, Documentation Specialist
* Metropolitan NYC, NJ and MD locations; willing to relocate for LT assignments or Full-Time Salary jobs
* **BS in Computer Science** - The City College of New York (CCNY), New York, NY; additional job related classes and study
* **United States Air Force** -4 years Active Duty, 2 years Reserves; Honorable Discharge; rank of Sergeant; Radar Technician / Weapons Control Systems Mechanic for a Fighter Interceptor Squadron; Locations: Texas; Colorado; California; Okinawa, Japan

**Industry/Software/Applications Experience**

**HP Exstream Experience (GT 5 years) (**also known as HP Dialogue, Exstream Dialogue or Exstream Software)

* **UBS AG**, Weehawken, NJ – Banking/Taxation; Sr. Development and Technical Consultant; enhancements to IRS and in-house Tax Documents & Forms; New HP Exstream IRS Tax Correspondence Letters application; Fully composed AFP; ACIF processing; COBOL & DB2 preprocessing; ACIF retrievals
* **Wachovia Bank / Wells Fargo & Company**, North Brunswick, NJ – Banking/Taxation/Legal Correspondence; Sr. Technical Advisor; WHMT Tax application; Checks application; Correspondence and Confirmation letters; new and modified HP Exstream Dialogue applications; COBOL preprocessing; StreamWeaver output processing; FasTest verifications
* **Verizon Wireless**, Warren, NJ – Cell Phone communications; major Billing System conversion, migration and enhancements to Exstream Dialogue and Dialogue Anywhere; customer correspondence letters; COBOL Preprocessing and output retrieval processing; IBM OnDemand Archiving & Retrieval/Reprinting
* **Vestcom** International, Inc, West Caldwell, NJ - Printer Services; Project Coordinator; Tech Specialist; Exstream Dialogue
* **CareFirst BlueCross BlueShield**, Owings Mills, MD - Health Insurance; Business Analyst; initial phases of Conversion/Migration to HP Exstream Dialogue: Analysis; MS Office functions and formulas; Documentation; Instructions

**Mainframe to Client Server Conversion experience (GT 2 years)**

* **Vestcom** International, Inc. - Mainframe to PC Conversion/Migration (COBOL, SyncSort, JCL, Mainframe Exstream Dialogue, JES & PSF print control to Micro Focus Cobol, Visual SyncSort, UNIX Korn shell scripts, Perl scripts, Anchor address and mail qualification software, PC Exstream Dialogue and Solimar Print Controllers
* **Health Insurance Plan of Greater New York (HIP)**, New York, NY - Claims Processing System using new up-front IBM Assembler Language programs to accept and reformat claims information from different output sources; COBOL & CICS applications processing

**Insurance Experience (GT 5 years)**

* **CareFirst BCBS of MD,** Owings Mills, MD - Health Insurance; Business Analyst
* **WellChoice**, Inc. (previously Empire BlueCross BlueShield; then WellChoice; then WellPoint) - Conversion from non-profit to for-profit company, HIPAA, Legal Riders, ERISA, Tax forms, Forms and Image management using Elixir, AFP, PMF, XPAF, Metacode, image scanning (for logos, signatures and text), mass change control
* **Health Insurance Plan of Greater New York (HIP)**, New York, NY - Health Insurance; Claims processing (transmission, reformat, and adjudication); e-commerce member enrollment front-end processing
* **American International Group (AIG)** - Commercial Insurance applications using COBOL, DB2, and Documerge
* **Continental Insurance Company** - Enhancements to Commercial Insurance applications using Documerge, COBOL, AFP, DCF/Script, REXX, IBM Utilities & CMS to print on High Speed Laser Printers and insert into different Inserters types

**Brokerage Experience is (GT 5 years)**

* **Merrill Lynch & Co.**, Somerset, NJ - Statement Processing and Printing; COBOL, IBM Assembler; AFP
* **Diversified Output Technologies (DOT) and Automatic Data Processing (ADP)**, New York, NY - Print Services; Brokerage and Statement Processing Systems; COBOL, IBM Assembler (BAL)

**Banking Experience (GT 5 years)**

* **UBS AG**, Weehawken, NJ - Tax forms, documents and correspondence letters
* **Wachovia Bank** (became part of **Wells Fargo & Company**) in North Brunswick, NJ – Tax forms and correspondence letters; HP Exstream Dialogue, COBOL; StreamWeaver; Metavante FasTest Print Stream Compare
* **Citibank, N.A**. in Long Island City, NY - Financial Posting systems
* year at Citibank, at 111 Wall Street, NY, NY - Dividend Reinvestment application

**Billing Systems, Migration Experience (GT 2 years)**

* **Verizon Wireless**, Warren, NJ - major billing system migration and conversion from to AFP, HP Exstream Dialogue and Dialogue Anywhere; customer correspondence letters; IBM OnDemand archiving & Retrieval/Reprinting
* **GXS (Global eXchange Services)** - Billing Migration; SDD for Conversion & Migration

**Printer language, output control and document formatting (GT 10 years)**

* **Multiple Locations** - IBM AFP (Advanced Function Printing), ACIF (AFP Conversion and Indexing Facility), Xerox Metacode, PSF (Print Services Facility), Solimar Print Controller; HP Exstream, Dialogue Anywhere, Elixir, Documerge, Mainframe/MVS JCL, Client Server, Korn shell and UNIX scripting; programmed AFP enhancements and instructions in COBOL

## Work Assignment Lengths, Companies and Locations

**6 months** 06/2011–12/2011 **Senior Business Analyst** for **CareFirst BlueCross BlueShield**, Owings Mills, MD - Health Insurance; CareFirst, Inc. is the not-for-profit, non-stock, parent company of CareFirst of Maryland, Inc., and Group Hospitalization and Medical Services, Inc., affiliates that do business as CareFirst BlueCross BlueShield.

**9 months** 06/2010 - 03/2011 **Senior Development and Technical Consultant** for **UBS AG** **(UBS),** Weehawken, NJ

**2 years** 04/2008 - 03/2010 **Senior Technical Advisor** for **Wachovia Bank**; became a **Wells Fargo Company (WFC)** in 2009, North Brunswick, NJ

**2.2 years** 01/2006 - 04/2008 **Senior Systems Analyst,** Technical Analyst, Project Coordinator, Business Analyst, Documentation Specialist for **Verizon Wireless**, Warren, NJ

**4 months** 07/2005 - 11/2005 **Technical Analyst**, Business Analyst, Documentation Specialist for **Global eXchange Services (GXS)**, Gaithersburg, MD

**1.3 years** 01/2004 - 04/2005 **Hands-On Project Leader/Manager, Project Coordinator, Technical Specialist** for **Vestcom International, Inc.**, West Caldwell, NJ

**3 years** 08/2000-01/2004 **Sr. Systems Analyst, Technical Specialist** for **Empire BlueCross BlueShield** (acquired by WellChoice, then WellPoint), **New York, NY and Brooklyn, NY**

**Detailed Applications Experience Summary**

* **Mainframe to PC Client Server Conversion**: Converted Mainframe Cobol programs to PC Micro Focus Cobol programs, MVS JCL to UNIX Korn shell script, QuikJob programs to Perl script, SyncSort to PC Visual SyncSort, Code-1 / Mail Stream to Anchor mail processing and print process using tapes to Solimar using PC server files. Participated in the analysis, design, supervision, application work, status monitoring and documentation during the entire conversion process.
* **Migration and Enhancements to an IE and Connectivity Billing Application**: Worked with management, technical staff, financial staff, business analyst staff and international staff to develop a Billing System enhancement **System Design Document (SDD)** for an international client site; then created the functions and job streams, created the files, coded the programs and performed initial unit testing necessary before turning the project over for final tuning, system testing and production implementation.
* **Migration, Conversion and Enhancements to a communications company Billing System** from an existing process using CSF (Custom Statement Formatter) and AFP (Advanced Function Presentation, Advanced Function Printing) to a new bill format and design using AFP, PDF and HP Exstream DialoguewithDialogue Anywhere(for messages).
* **Health Insurance**: **Claims** (transmission, reformat, and adjudication), **Member Enrollment**, **E-Commerce**, **HIPAA**, **Legal Riders**, **ERISA**, **Tax forms**, Forms and Image management using Elixir, AFP, PMF, XPAF, Metacode, image scanning (for logos, signatures and text), mass change control.
* **Major application conversions/migrations** (from non-profit to for-profit, company name changes, logo changes, text and signature changes, file restructuring, mainframe to client server, language conversions)
* **Banking**: Relationship Banking, Financial Posting, New Product Design and Development, Conversions, Statements, Checks Tax forms: WHMT (Widely Held Mortgage Trusts); 480.6A,B,C,D; 1099; IRS Tax Solicitation Notices (B1, B2, C, ATS, Penalty); customer correspondence and notification letters
* **Brokerage**: Investment Banking, Statement design, Statement processing, Margin, Dividend Reinvestment, Fund Accounting.
* **Commercial Insurance**: Policy design, format, and printing; Auto ID cards; form attachments; bar coding
* **Education**: Electronic Testing Reporting.
* **Technical: special processing functions**, special Input/Output file functions, different-base-number conversion routines.
* **High Speed Output Laser Printing and Distribution**: Floating statement design, variable Logo placement, Barcode processing, zip code sorting, optional inserting based on marketing, financial and logical requirements, sorting and mailing.
* **E-Commerce** and different platform **Communications: Transmissions** (FTP, NDM), re-mapping
* Y2K Cycle Testing and Point-in-Time Testing
* **Documentation**: Functional specifications, Technical requirements, project design, project scheduling, Visio flowcharting, project control, work assignment and monitoring controls, Operations Scheduling and Flow,
* **Business Analysis** during enhancements and additions to existing systems. Gathered requirements; worked with management, business users and technical staff to develop specification documents. Served as a liaison between management, client representatives and technical staff to help translate business requirements into technical specifications during business meetings.
* **Software Services**: Year-end 1099 Tax Forms processing; Airline Ticket processing; Statement design and formatting; Automated Output Printing and Distribution, Inserter and Mailing operations, zip code sorting and reporting.
* **Languages/File processing**: COBOL, IBM Assembler, IBM Mainframe z/OS (TSO, ISPF, JCL, PROCS, Utilities, Fileaid, SyncSort, FTP, NDM, CA7 scheduler, IPPD); some REXX, some Korn Shell and UNIX scripting, Some DB2, Fully composed AFP, some Xerox Metacode, light Perl scripting, ACIF, Microsoft Word and Excel Formulas and Functions, HP Exstream (also HP Dialogue or Exstream Dialogue (Mainframe & PC, Dialogue Anywhere - Visual Basic orientated formulas and functions, data mapping, complex tables, columnar and delimited inputs); VSAM files; Variable length files; PC (Windows XP, MS Office (Word, Excel, Visio), StreamWeaver ; Custom Statement Formatter (CSF), Advanced Function Printing/Presentation (AFP), Mobius and IBM On-Demand archiving, Metavante FasTest Print Stream Compare