

## SAS Administrator and SAS Application Support

### Resume of William O. Smith Jr.

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#### Summary:

I have an Application Development and Maintenance Programmer Analyst background(including SDLC) with the added experience of working in Infrastructure organizations as a SAS Application Technical Support and SAS Administrator. I have provided **SAS** Center of Competency Services that include mentoring, consulting, problem solving, debugging, integrating, product upgrading, product installing, performance tracking and tuning, administrating, and on-the-job training. I annually attend the SAS Global Forum(formerly **SAS** User Group International) to maintain technical vitality. **Telecommute or Virtual Office assignments preferred.**

#### Hardware:

IBM Mainframe(S/360, S/370, S/390, 30xx, 43xx, 9xxx, 2064, Z9, Hitachi 9672), UNIX Servers(HPUX and HP Itanium(SuperDome), Windows NT/2003/VM Servers, PC Desktop, PC Laptop

#### Software:

Base SAS, SAS Enterprise Guide, SAS/AF, SAS/ASSIST, SAS/CONNECT, SAS/FSP, SAS/ACCESS Interface to ODBC, SAS/ACCESS Interface to DB2, SAS/ACCESS Interface to Teradata, SAS/ACCESS Interface to Oracle, SAS/ACCESS Interface to ADABAS, SAS/EIS, SAS Macros, SAS/GRAPH, SAS/IMS, SAS/STAT, SAS/OR, SAS/SHARE, JMP, z/OS, MVS, JCL, JES2, JES3, DB2, SAS SQL PassThru, SAS ODS, SAS Management Console, SAS Integration Technologies, SAS Metadata Server, SAS Workspace Server, SAS Stored Process Server, SAS BI Server, TSO SPF/ISPF/PDF, UNIX, VPS, ATTACHMATE, RUMBA, Reflections, IBM Host On Demand, ATT Global Client, PC Anywhere, PVCS, VPN, FTP, FILE-AID, PCL5, DJDE, PC **SAS under Windows**(3.1,95,98,NT,XP 2000 Professional ), Microsoft Office(WORD, EXCEL, Outlook, Internet Explorer, VISIO), WS\_FTP95, Clarify, Peregrine, Remote Desktop Connection.

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### **Professional Services:**

#### **Sr. SAS Administrator/SME, Capital One/IBM Global Services (Oct. 2004-December 2008)**

Provided enterprise-wide SAS 1st thru 3rd Level support to over 1500 Capital One SAS customers internationally as a member of the Business Intelligence(BI) Tools Support Team. All levels of support included mentoring, system monitoring, debugging and product upgrading. Assisted customers with code optimizations, error resolution and guidance(educating the customer for the next time) by answering as much as possible versus giving answers in a vacuum. Performed SAS Administration functions across PC Windows XP, HP UNIX, HP Itanium, MVS, z/OS, Wintel and Wintel Itanium platforms. Monitored availability of SAS services such as SAS/SHARE SAS/CONNECT, and SAS IOM Spawners at the server level. Provided input on best development practices and published resolutions to common issues. Monitored “Hot Fix” releases, evaluated importance, and made suggestions for implementation. Implemented and documented changes via approved Change Control mechanisms. Established and maintained communication links with SAS Institute, Inc., customers, Technical Support, Operations, Server Administration groups, DBAs as well as peer consultants. Maintained and updated Product Support knowledge base. Assisted in SAS Release 9.1.3. testing, installation, and support activities across Windows, z/OS, and UNIX platforms.

#### **Sr. SAS Consultant, United Services Automobile Association(USAA) (June 2004-July 2004)**

Provided on-site SAS expertise to the Enterprise Capacity & Performance Management department developing SAS programs for the Forecasting Accuracy project. All SAS code was developed on Windows XP 2000 Professional Edition using SAS Base and SAS/GRAPH Release 8.2. Primarily, SAS MACROs, SAS PROCS(PROC GPLOT, REPORT, IMPORT, TRANSPOSE, SORT, PRINT, CONTENTS, FORMAT, SQL) and DATA STEP programming steps generated Web-Enabled Graphs and Reports using SAS ODS(Output Delivery System)-generated HTML.

#### **Sr. SAS Consultant, The Hartford Insurance Group (July 2003-April 2004)**

Provided on-site and telecommute SAS expertise to Personal Lines Speed To Market project by developing SAS programs for the Test and Learn project. All SAS code was developed on Windows XP 2000 Professional Edition using SAS Enterprise Guide, Release 8.2, for installation and testing on the UNIX platform. Primarily, SAS MACROs, SAS PROCS(PROC TABULATE, SORT,

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### **Professional Services(continued)**

PRINT, CONTENTS, FREQ, SQL) and DATA STEP programming steps generated Web-Enabled Reports using SAS ODS(Output Delivery System).

#### **Sr. SAS Consultant, DMA(Department of Medical Assistance) at the State of Massachusetts (January 2001-September 2001)**

Provided on-site and telecommute expertise in analyzing the existing “Benefit Plan System” for in-efficiencies and made recommendations. Assessed/determined value of ADABAS replacement of existing IMS extracts as they relate to the “Benefit Plan System”.

Developed/tuned programs using Base SAS, SAS MACROS, SAS/ACCESS Interface to ADABAS, and SAS/CONNECT. Assisted in migration of SAS Release 6.09 to SAS Release 8.1.

#### **Sr. SAS Consultant, Marketing Information Technology (June 1999 – October 2000)**

Wrote SAS programs to analyze large amounts of Internet marketing data for large Internet service providers in U.S. Extracted data and provided key management reports. Analyses were performed on the MVS mainframe using Base SAS, TSO/ISPF, JCL and MVS utilities. A variety of standard SAS techniques were used including statistical procedures(SAS/STAT) in the generation of reports including the SAS ODS(Output Delivery System) output generated in an HTML(HyperText Mark-up Language) format. Adhoc programs/changes were developed under extremely time-constrained deadlines with quality and accuracy as the primary objectives.

#### **Sr. SAS Consultant (June 1998-October 1998)**

For Anthem Blue Cross Blue Shield of Connecticut Public Sector and as part of the IRP(Internal Rating Project), converted QMF queries and reports to SAS while providing SAS OJT(On-the-Job Training) to department members.

#### **Sr. Systems Advisor (July 1997-March 1998)**

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Developed for Blue Cross Blue Shield of Massachusetts Actuarial Business Systems, ad-hoc SAS reports while maintaining and troubleshooting existing online and batch MVS SAS data manipulation and reporting systems.

### **Professional Services(continued)**

#### **Sr. Systems Advisor**

**(May 1995-June 1997)**

Co-developed with/for Blue Cross Blue Shield of Massachusetts the PIRS(Provider Incentive Reporting System). Assisted EDS in AD&M(Application Development and Maintenance) of PIRS for follow-on releases. Developed. in a two-tiered Client Server Architecture, the PIRS EIS(Enterprise Information System) prototype using SAS ECO(Enterprise Computing Offer) products which provide a GUI(Graphical User Interface)-driven front end to PIRS utilities. This system enables both BCBSMA customers and EDS developers to cut mainframe costs and complete Decision Support and AD&M activities without having to know any SAS, DB2, SQL, QMF or JCL syntax. Provided PC SAS QUERY WINDOW classroom and on-the-job training. Installed, tested, and provided COC(Center of Competency) support for PC SAS Release 6.11 under Windows.

#### **Systems Advisor**

**(June 1993-May 1995)**

Developed for Yale New Haven Hospital the Online Clinical Summary Report System in a two-tiered Client Server Architecture. This system featured SAS Products on the MVS mainframe coupled with SAS/ACCESS, SAS Base, SAS Macro Language, SAS/ASSIST, SAS/FSP, PROC REPORTs, SAS/CONNECT, SAS/AF, Screen Control Language (SCL) running under the PC Windows version of SAS Release 6.10. The applications utilized customer input to selectively gather and merge Clinical information from nearly a million rows on five (5) separate DB2 tables on the MVS host and served the information back to the customer on the PC workstation in a concise report format available for display and/or hardcopy.