HARPER LEWIS
Senior IT Engineer/Manager

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📍 Los Angeles
🌐 www.qwikresume.com

SKILLS

IBM Mainframe Cobol

Assembler

PL/1

CICS

IMS

INTERESTS

- 📋 Collecting
- ✏️ Writing
- 🖌️ Art
- 📷 Photography

STRENGTHS

- Negotiation
- Accountability
- Confidence
- Planning

LANGUAGES

English   French   Polish

ACHIEVEMENTS

- ★ Spearheaded a project that improved system uptime by 30%, enhancing overall operational efficiency.
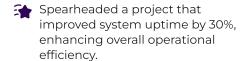- ★ Developed and implemented a comprehensive IT security strategy, reducing vulnerabilities by 40%.

PROFESSIONAL SUMMARY

Strategic Senior IT Engineer/Manager skilled in developing and executing IT strategies that align with business goals. Expertise in cybersecurity, data management, and team leadership, resulting in a 40% reduction in security incidents.

WORK EXPERIENCE

Senior IT Engineer/Manager
Maple Leaf Consulting
📅 May / 2019-Ongoing
📍 Toronto, ON

1. Produced the cache statistic reports from DB2 table.
2. Changed 1G and 1P MVS Schedule change programs for Single SSIM project.
3. Generated Outbound SSM messages for affiliate process.
4. Built servers with standard build guidelines, harden and work with Information Assurance to remediate findings after IT Security scans.
5. Developed Standard Operating Procedures (SOPs), "As Is" documentation, Installation Instructions and any other required O&M transition documentation as required.
6. Worked with Infrastructure Engineering team members to meet requirements and deadlines.
7. Provided Tier III end-user rollout and troubleshooting support as directed.

Senior IT Engineer
Summit Peak Industries
📅 May / 2015-May / 2019
📍 Denver, CO

1. Design and development of Schedule Change, Availability & Inventory Provide Availability Request History by Agent.
2. Led a team of 15 engineers to deliver IT solutions, improving system uptime by 30% over two years.
3. Implemented cloud migration strategy, reducing infrastructure costs by 25% while enhancing scalability and performance.
4. Developed and enforced IT security protocols, resulting in a 40% decrease in security incidents year-over-year.
5. Managed cross-functional projects, achieving 95% on-time delivery and increasing client satisfaction ratings by 20%.
6. Optimized network performance, reducing latency by 50% and increasing data transfer speeds across the organization.
7. Directed the deployment of a new ERP system, streamlining operations and reducing processing time by 35%.

EDUCATION

Bachelor of Science in Computer Science
University of Technology
📅 May / 2012-May / 2015
📍 Denver, CO

Focused on software development, system architecture, and network management.