

Jeff Smith

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An accomplished IT professional with 13 years of extensive experience supporting, designing, and architecting various IBM Lotus software solutions. Additionally, served as technical team lead and consultant on several IT projects including migrations, upgrades, pilots, and new implementations of middleware, collaboration and messaging applications and architectures.

Technical Expertise

Languages: Java, XML, HTML, JavaScript, Perl, C

Frameworks: J2EE,

Concepts: UML, Object Oriented Analysis/Object Oriented Design, Testing, Refactoring, Visibility

Software: Eclipse, NetBeans, Rational RequisitePro, MS Project, Visio, Lotus Notes/Domino, Lotus Sametime, Lotus Quickr, Lotus Connections, Websphere Application Server, Websphere Portal, DB2, Adobe Dreamweaver

Operating Systems: Windows, AIX, Solaris, Linux

Professional Experience

IBM

2006-Present

Premium Support Manager – Software Group/IBM Software Services for Lotus

- Accepted into the IBM Top Talent program, identified as the top 30% performer within the entire IBM.
- Identified the challenges with the Quickr 8.1 and Notes/Domino 8 rollout at Bayer, and coordinated, planned and delivered a meeting with other local companies, resulting in an exchange of lessons learned and best practices experienced at all participating companies. This increased the customer satisfaction with all customers involved resulting in a continued coordination of regular meetings amongst all participants and the development of PSP customers in the Pittsburgh area.
- Provided architectural guidance early to the Federal Reserve Bank(FRB) regarding the Quickr 8.1 migration based upon his technical experience in FSS. He coordinated conference calls with Product Managers, SMEs, and Development to address concerns he identified with FRB's migration plan.
- Demonstrated his technical leadership with current IBM Lotus product migrations delivering best practice documentation he developed, resulting in active participation in the migration project planning at NTRS, demonstrating the value of the PSP program. NTRS recognized this value and renewed with an increase in named callers and prepaid FSS days in the renewed contract
- Served as the WW Technical Community Co-Leader for the IBM Websphere Portal community Scheduled, chaired, and recorded monthly calls for the technical practitioner community, with representation from development and product management. Identified key resources to assist technical practitioners in the field. Information liaison, delivering information necessary to successfully complete the various projects at customer sites.

- Converted the Federal Reserve Bank of Philadelphia and Federal Reserve Board of Governors from unsatisfied with Premium Support to completely satisfied, one month from accepting the assignment.
- Co-Lead, Premium Support, Internal Product Development Project - Responsible for design and maintenance of the web based project tool.
- Active member, WPLC Services Technology Council
- Project Lead on the Lab Content team for the 2007 PSM Seminar in Boston, MA consisting of 10 colleagues.
- Decreased the average number of open Problem Management Records (PMRs) with IBM Lotus and IBM Websphere Portal support by 50% which exceeds the goal by 40% since accepting current assignment.
- Contribute to the technical competency of the Premium Support Manager (PSM) job family by presenting on topics during the weekly tech talks as well as actively participating in discussion forums and replying to all requests for assistance by all team members
- Successfully mentor two employees, meeting regularly for checkpoints and advice on issues with the current position and career paths.
- Presented at the IBM Software Services for Lotus Professional Development Seminar on Upgrading to IBM Lotus Sametime 7.5.1, demonstrating my technical expertise to the community of IT Specialists, Architects, and Consultants.
- Participating member in the Social Networking Analysis Community involved in researching real-world applications and analysis of Social Networks, resulting in increased productivity and collaboration.

IBM

2004-2006

Field Support Engineer – Software Group/Field Support Services

- Led project within the team to develop knowledge sharing engagements, resulting in an efficient and effective use of PSP customer contracts with one day left and increasing the utilization level for the team.
- Mentored new members of the team on processes, tools and administrative tasks, resulting in a shorter training time for the new member and increased utilization for the entire team, thus assisting the team in reaching its utilization goals.
- Presented an IBM Lotus Sametime knowledge transfer to a large group of PSP (Premium Support Program) customers at a technical conference in Boston, MA, resulting in an increased interest in Sametime engagements and my utilization and asserting myself as a technical leader in the collaboration products.
- Consulted PSP customers as a Collaboration Specialist, resulting in the successful planning, upgrading and implementation of all IBM Lotus Collaboration products to include Sametime, Quickplace and Domino.Doc.
- Delivered client facing engagements resulting in a 98% utilization rate, 33% more than the required 65% utilization rate for Field Support Engineers.
- Teamed with L2 support to effectively deliver IBM Lotus Sametime engagements with customers experiencing open issues, resulting in overwhelmingly positive feedback and positive perception of IBM and support.
- Successfully engaged the proper sales and account resources while onsite, resulting in a positive change in the customer's perception of IBM and assisting in a successful dialogue with the sales team.

IBM

2001-2004

*Systems Management Professional, Advisory – Groupware, South Delivery Center
Accounts: Belk Department Stores/Lexmark/Florida Power and Light/Unum Provident/American
Cancer Society/Square D*

- Technical Lead on the de-transition project for the American Cancer Society, resulting in the successful shut off of all Exchange 2000 servers and routing of mail through Lotus Notes as well as the migration of all Notes Databases back to ACS owned Servers.
- Technical lead on Florida Power and Light CritSits for Domino on AIX/NT, resulting in minimum impact to the customer through an increased knowledge of performance tuning and understanding of Tivoli Data Protection which was causing the servers to crash.
- Project Lead on the Sametime Pilot, leading to the successful implementation of the pilot and the ability of the customer to present a successful pilot to his upper management.
- Consulted other Groupware teams on CritSits and also assisted on Sametime and LEI implementations, leading to the on time delivery of that Groupware group meeting project deadlines and increased customer satisfaction.
- Attended customer meetings which resulted in positive communication with IBM and the customer.
- Maintained Lotus Enterprise Integrator revision upgrades for Square D, leading to the successful and on time delivery of service to the customer allowing them to move information from Sybase and Oracle to Lotus databases with the latest Lotus technology.
- Responsible for successfully migrating Lotus Notes users on the Unum account to Microsoft Exchange 2000, resulting in no impact or loss of email to the customer.
- Provided a presence to Florida Power and Light by working on site and providing an IBM/Groupware face to the customer, resulting in the immediate handling of questions/problems the customer had which provided an increase in the customer's feeling of quick accessibility to IBM.
- Provided 24x7 support to all accounts listed, responded to all pages within 20 minutes or less, resulting in the successful problem determination and minimum impact to the customer.

Indecon, Inc.

2000-2001

Consultant – Square D

- Successfully completed all project work on time and under budget, resulting in increased productivity.
- Implemented a robust testing and QA environment for Square D, resulting in the successful testing of all applications prior to committing them to production and increased the up time for production servers.
- Maintained the address books for Lotus Notes across four Notes Named Networks with less than 1% resulting in a replication conflict.
- Monitored and responded to server failures while on call 24x7 resulting in the minimum impact to customer productivity.
- Analyzed and solved workstation errors for all customers worldwide within 24 hours.
- Analyzed and solved user replication errors.
- Implemented and supported Notes Pump and Lotus Enterprise Integrator, resulting in the successful movement of data from Sybase and Oracle to Lotus Notes databases.

SMS / Westinghouse / SARCOM

1996-2000

Notes Administrator/Network Administrator

- Completed the Lotus Notes project for implementing the Notes connector for Microsoft Exchange, resulting in a more secure E-mail environment and linking over 7000 users on the two platforms and provided the ability to preserve formatting as requested by the customer on time.

- Completed Lotus Notes projects for the de-linking of 2 Notes Domains from the parent company on time, resulting in no loss of service when the DNS servers were shut off.
- Served as a member of Virus Detection Team which led to the elimination of all macro viruses and the cleansing of all others within 24 hours.
- Maintained the address books for Lotus Notes across four Notes Named Networks with less than 1% resulting in a replication conflict.
- Analyzed and solved user replication errors.
- Administered the Law Group solely to include account and group maintenance.
- Trained all levels of users on Windows 95, leading to the familiarization of the operating system.
- Implemented security on all supported platforms to include Microsoft NT 3.51 and 4.0, Lotus Notes Release 3-4.5, SAP, VM, MVS, and UNIX systems.
- Analyzed and solved network problems within the service level agreements of 4 hours.
- Implemented DNS maintenance for the Westinghouse network which led to the proper posting to the DNS table within 24 hours.
- Restored network files within 24 hours using the ADSM system for Notes and NT network files.
- Administered all accounts worldwide at Westinghouse across all supported platforms with a 24 hour turnaround which exceeds the standard three days.
- Administered passwords on all supported platforms.
- Analyzed and solved workstation errors for all customers worldwide within 24 hours.
- Received, analyzed, and solved on average 35 security issues per day within 2 ½ minute time constraint.
- Provided support to users at their desktops which resulted in the analyzing and solving of user issues.

Professional Associations

- Institute for End User Computing, Board Member
- Association of Computing Machinery
 - SigSoft
 - SigWeb
- Institute for Electrical and Electronics Engineering
 - Information Theory
 - Society on Social Impacts of Technology
- Pittsburgh Lotus Users Group
- Pittsburgh Websphere Users Group
- IIBA
- Pittsburgh PMI Group

Education

Master of Science, Information Science | Database and Web Systems
University of Pittsburgh, 2009 (Expected)

Pittsburgh, PA

Bachelor of Arts, Business Administration | Management
Indiana University of PA

Indiana, PA