

# DIANE WINSTON

12511 Portland Ave. S. #211 ♦ Burnsville, MN 55311

952.815.7211 (h) – 952.211.9911 (c)

diane.winston@gmail.com

## PROFILE SUMMARY

Versatile **IT Professional** with more than 25 years of progressive management experience and specialized expertise in Customer Service and Data Processing; quickly becomes an asset to any growth-minded firm; unique qualities include:

- ◆ Rigorous multi-faceted information technology experience that encompasses hardware, systems, and software.
- ◆ Effectual communication ability and strong, concise verbal skills; understands importance of meeting deadlines.
- ◆ Proficiency in coaching, training, and administration developed through years of increasingly responsible roles.

## TECHNICAL SKILLS

<b>Hardware</b>	MVS OS/390 • PeopleSoft in a UNIX platform • Cray • Hewlett Packard
<b>System Operations</b>	JCL • TSO/ISPF • IDMS • CICS • VTAM • Trms • Sysview • Netmaster • JES2 • CA7/11 • AutoSys and Appworxs job schedulers • Tape operations on StorageTek
<b>Software</b>	Microsoft Windows & Office Family • QuickBooks

## CORE PROFICIENCIES

- Daily operation of high-performance computer platforms, clustered systems, and mid-range computers from Cray, IBM, Silicon Graphics, Sun, Hewlett Packard, and other UNIX and NT systems.
- Monitor all computer equipment, working to maximize uptime of all systems to provide stable, accessible service to users. Analyze and coordinate shift efforts to determine plans and recovery necessary in meeting departmental requirements and priorities.
- Responsible for priority resolution of production exceptions. Support multi-functional servicing of mainframe, print, and communication systems in fast-paced, high-volume Data Center while consistently meeting and exceeding production goals.
- Liaise among multiple levels of management and associates. Coordinate efforts on method improvements, workflow, and scheduling assignments to ensure user satisfaction.
- Produce internal documentation systems to track and insure problem resolution for internal clients. Evaluate production trends for cost analysis and capacity planning.
- Hire incoming applicants for various data entry and operation positions; maintain production statistics and attendance records for administering performance reviews.

## EMPLOYMENT HISTORY

Company / Organization	Title / Role	Years Active
ROBERT HALF TECHNOLOGY	<b>Temporary Employee</b>	11/2007 – Present
NETASPX	<b>Computer Operator/Tech Support</b>	9/2007 – 11/2007
NORTHERN ARIZONA UNIVERSITY	<b>Senior Computer Operator</b>	1/2000 – 8/2007
UNIVERSITY OF ARIZONA	<b>Lead Data Entry Operator</b>	3/1999 – 1/2000
U.S. POSTAL SERVICE	<b>Document Conversion Operator</b>	2/1996 – 3/1999
NATIONAL CITY PROCESSING COMPANY	<b>Data Operations Supervisor</b>	8/1981 – 2/1996

## EDUCATION

**Diploma**, CENTRAL HIGH SCHOOL – Phoenix AZ

**Intro to Data Processing**, Phoenix Community College

*References Available Upon Request*