

V. ROBERT "BOBBY" H. HARRISON JR.

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SUMMARY

IT Specialist with a broad technical knowledge in hardware and software including the latest MS-Office products. Software strengths include business analytical skills and experience in designing, installing, migration strategies and acceptance testing. Strong problem solving and strategic planning skills. My hardware expertise involved seeking new technologies, designing, implementation and cabling hardware. MS-Project talents include leading, coordinating and participating in projects at large corporate environments. Team participation is my passion.

TECHNICAL SKILLS

MS-Word, MS-Excel, MS-Visio, MS-PowerPoint, MS-Project 2003/2007, MS-Outlook , MS-Live Meeting/Communicator, Lotus Notes, EMC Connectrix, CA1, CA7, CA11, CA Endeavor, Z/OS/MVS, PICCT, SDSF, HCD, FDR, Copycat, Quikjob, COBOL, MVS JCL

PROFESSIONAL EXPERIENCE

LOWES HOME IMPROVEMENT CENTER OF HIGH POINT, High Point, NC **2010**
Customer Service Associate 1

WACHOVIA BANK, Winston-Salem, NC **2004-2009**
Hardware Design/Planning/Installation/Validation

Hardware Project team member that evaluated Hardware requirements, defined installation tasks and managed hardware projects. Coordinated Storage projects for the Configuration Team to install tape and DASD equipment. Participated in five DR disaster recovery tests.

- Coordinated the Configuration portion of two Storage technology project refreshes of the EMC DASD Symmetrix DMX2/DMX3/DMX4 Hardware in Wachovia's three sysplex environments. Received several Shared Success Awards.
- Disaster recovery experience included the build out of the Oxmoor DR site, HCD coding for ongoing support at two DR sites, scripting and participation in five DR exercises.
- Gathered requirements and coded HCD I/O gens to support our Silas Production site, West End Center and Oxmoor Data Centers on a monthly basis.
- Initiated, executed and managed a tape project to align three sysplexes of tape across directors for Lpar transparency and installed over 400 STK 9840/9940 tape drives.
- Created monthly hardware cabling requirements and partnered with Data Center personnel to plan/install/verify installation/deinstallation activities.
- Worked on the project installation team to install four Z10 CECs, three Z9 CECs and five 2096 Coupling Facility CECs at the three Wachovia sites
- Experienced with HMCs, Lpar Profiles and weights updates, Sysplex Timers and EMC/IBM Ficon/Escon director management software.
- Experienced in Data Center moves
- Maintained critical hardware documentation and technical processes using MS-Excel, MS-Word, and MS-Visio

DENTON AND ASSOCIATES, Winston-Salem, NC
Contract Project Leader**2004**

Developed and managed the Wachovia Real Estate Risk Assessment Project for Senior Management. Evaluated all aspects of the Real Estate risk and Remediation. Worked with the LDRPS recovery system software and the OCC recovery requirements for the Banking Industry.

R.J. REYNOLDS TOBACCO COMPANY, Winston-Salem, NC
Applications /Systems Programmer**1985-2004**

Managed software projects to install MVS Operating systems and to install service packs to a large suite of Computer Associate, IBM and Sun software products. Created test scenarios, wrote JCL, and managed migration and regression testing of software products. Researched and applied PTFs from vendor software websites. Documented and tested disaster recovery scripts for Operating systems and third party products at the IBM Disaster Recovery site.

- Managed a project to separate software test, development and production environments. This involved establishing production, development and test libraries with security rules and data files to support each of them.
- Managed multiple projects that planned installation, testing, and migration of software service packs in all environments to ensure that program products were properly maintained. Communicated new features to customers by teaching classes where necessary. Established implementation and blackout plans to eliminate risks to production environments.
- Installed CA-Vtape and converted application files to the new system for disaster recovery. Worked with Applications at the disaster site to restore files and ensure file integrity. Drastically reduced the number of tapes taken to the disaster site
- Lead the project to upgrade to new STK/SUN 9840 tape drives resulting in a tape silo reduction from six tape silos down to three realizing a cost savings of \$250K in tape silo/tape drive maintenance and environmental cost
- Programmed and implemented external tape tracking system with Operations. Educated staff and implemented procedures to eliminate a slot per tape concept. Procedure resulted in floor space savings of \$139K and recognized with exceptional contributions award
- Coded and validated HCD I/O gens to support the Winston Salem Data Center.
- Evaluated and recommended System software to solve business needs
- Planned, installed and converted tape systems to a virtual tape system, one hardware solution and one software solution. This resulted in eliminating 38,000 tape volumes
- Initiated, executed and managed the project to install a Credit Union application system.

PROFESSIONAL DEVELOPMENT

IT Problem Management, IT Change Management, Excel – Managing and Analyzing Data, Excel – Manipulating Workbooks, Communication Skills for the Workplace, Wachovia Customer Service, Verbal Communication Skills, MS-Project 2007, MS- Project Level 2, Diversity Awareness, MS-Excel 2007, MS-Outlook 2007, MS-PowerPoint 2007

EDUCATION

Bachelor of Arts Degree, Elon University, Elon, North Carolina
North Carolina Teaching Certificate