

Resume

Eben Klopper

Information Technology Specialist

May 2009

## PERSONAL DETAILS

**NAME** : Eben Klopper  
**HOME ADDRESS** : Moreleta Park  
Pretoria, South Africa  
**CONTACT PHONE NUMBER** : [REDACTED]  
**EMAIL ADDRESS** : ebenk@makisaki.com

## EMPLOYMENT HISTORY

**TOTAL IT EXPERIENCE** 20 YEARS

### CONTRACT 09/2006 TO CURRENT

POSITION	MONTHS
Programmer – Connection42	29

#### ENVIRONMENT / INDUSTRY

Mainframe / Stock Market & Financial Services

#### LANGUAGES

Cobol, Cics, DB2, Ideal, Datacomm, Mvs, Vsam

#### DUTIES

Maintenance of systems, technical documentation when required, program testing and implementation, change and problem management, technical guidance, quality assurance, Running QA batch parallel to Production, improve cross skilling of other team members by providing support to resolve calls and imparting knowledge of area of expertise, resolve calls in areas of both expert and of non-expert areas, escalates any other operational problems with delivery of service to Team Lead, first standby for JSE systems on a regular basis, adhere to quality standards and change control processes as defined by JSE and Con42, update support documentation and processes for continuous improvement,

### VALEGRO 05/2006 TO 07/2006

POSITION	MONTHS
Web Development Consultant	2

**ENVIRONMENT / INDUSTRY**

*Web and Client Server / Publishing*

**SOFTWARE**

*Windows XP, Microsoft Office XP, 2003, Dreamweaver, Adobe Photoshop, Corel Paint Shop, Linux, Webmin, PhPMyAdmin, CMS Systems ie. Joomla, Wordpress, Drupal*

**DUTIES**

*Create web sites for clients, Install CMS software, Build a web server and installed the required software. Build PC's to spec*

**REASON FOR LEAVING**

*Returned to South Africa*

**PEOPLEBANK PERSONNEL 03/2006 TO 05/2006****POSITION**

*Software Testing Consultant (RDNS)*

**MONTHS**

*3*

**ENVIRONMENT / INDUSTRY**

*Web and Client Server / Healthcare*

**SOFTWARE**

*Windows XP, Microsoft Office XP, 2003, Crystal Reports 9, Crystal Server XI, CRS Scheduling Software, Remedy Service Management, Desktop Call Management, Active Directory, Hyena, Atelier Remote Commander, UltraVNC, Active Directory*

**DUTIES**

*Evaluating proposed replacement software, Setting up operational documents and findings, Settings up operational schedules for daily runs on the new software, Suggesting and evaluating alternative software, Implementing solution in a company roll-out, Help Desk Support Level 1 & 2.*

**REASON FOR LEAVING**

*Contract Ended*

**IPA PERSONNEL 09/2005 TO 12/2005****POSITION**

*Desktop Support Officer (Level 2) (Townsville City Council)*

**MONTHS**

*4*

**ENVIRONMENT / INDUSTRY**

*Web and Client Server / Local Government*

**SOFTWARE**

*Windows XP, Microsoft Office XP, 2003, Adobe Acrobat - HP scanning, installation and support of any software packages as required by council users.*

**HARDWARE**

*Dell Optiplex 620, Latitude notebooks, Precision workstations, Brother printers, HP printers and scanners, Konica Minolta printers, Canon printers*

**DUTIES**

*Installation of required software, technical installations of pc hardware, scanners and printers, problem management, testing of new hardware and software, investigating and recommending new products, getting quotes and liaison with suppliers.*

**REASON FOR LEAVING**

*Contract Ended*

<b>DATACENTRIX 03/2004 TO 07/2005</b>
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**POSITION**

*Support Engineer (Rand Mutual Assurance)*

**MONTHS**

*16*

**ENVIRONMENT / INDUSTRY**

*Web and Client Server / Insurance*

**SOFTWARE**

*Windows 2000 XP, Microsoft Office 2000, 2003, Microsoft SQL Server 2000, Microsoft Server 2000, 2003, Microsoft Exchange Server 2004, Microsoft Biztalk Server 2002, IBM Director 4.20, What's Up Gold, RealVNC, Active Directory, Alchemy Eye, Veritas Backup Software*

**DUTIES**

*Monitor event logs for errors, database backups, antivirus updates on servers, attend to faults on live environment, installation of hardware and software as required, hardware and software management (vendors), application management (vendors), disaster recovery (setup & documentation), compiling SLA reports, research & development, training on products for live environment, attend support meetings as and when required, compile reports from IBM director, running of SQL scripts and security when necessary, assist with month-end, spec machines as required, standby, deployment of builds, network fault finding*

**REASON FOR LEAVING**

*Moved To Australia*

**POSITION**

*Technical Expert – Telkom (Ltd)*

**MONTHS**

*03*

**ENVIRONMENT / INDUSTRY**

*Mainframe and Client Server / Telecommunications*

**SOFTWARE**

*Windows XP & 2000, Microsoft Office 2003, Microsoft Networking, Ghost, Citrix, Sap, Oracle 8.1.7i, Netcool*

**HARDWARE**

*Dell Latitude P4 Notebooks, Dell P2 - P4 Desktops, Compaq P3 & P4 Desktops*

**DUTIES**

*Network fault finding, pc fault finding, installation of the required software for end users, remote back-ups, technical installations, setting up of pc's on a network, problem management, quality assurance, technical recommendations, resolve calls in areas of both expert and of non-expert areas, attend support meetings if required*

**REASON FOR LEAVING**

*Contract Ended*

**CONTRACT 10/1999 TO 12/2003****POSITION**

*Analyst Programmer – Securities Exchange of Southern Africa*

**MONTHS**

*50*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Stock Market & Financial Services*

**LANGUAGES**

*Cobol, Cics, Db2, Vb 6, SQL Plus, Ideal, Datacomm, Unix, Mvs, Vsam*

**DUTIES**

*Analysis and design of systems for stated business requirement, technical documentation, system testing and implementation, change and problem management, resolved system problems, work allocation /technical guidance, technical presentations, technical standards, quality assurance, technical recommendations, research and development, improve cross skilling of other maintenance and support team members by providing support to resolve calls and imparting knowledge of area of expertise, resolve calls in areas of both expert and of non-expert areas, escalates any other operational problems with delivery of service to M&S manager e.g. if other JSE departments are not delivering according to expectation, first, second and third standby for JSE systems on a regular basis, adhere to quality standards and change control processes as defined by JSE ASD department, update support documentation and processes for continuous improvement, attend daily M&S meeting, develop additional job aids for M&S, recommend / identify changes to processes and applications to M&S manager, technical impact analysis of SWRS QA of technical impact analysis of SWRS, attend business unit SWR prioritisation meetings if required*

**REASON FOR LEAVING**

*Contract Ended*

**INTERIM TECHNOLOGY 01/1998 TO 09/1999****POSITION**

*Applications Development Consultant – First Card (USA)*

**MONTHS**

*12*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Banking*

**LANGUAGES**

*Cobol, Cics, DI/I, Mvs, Vsam*

**DUTIES**

*Production support in credit card processing, perform unit testing on changed programs, document current production batch run, code and test online and batch programs, user assistance, on call duties logging in from home, assist in Y2K file conversions, creating test environment, set up run JCL for Y2K testing*

**POSITION**

*Applications Development Consultant – Equifax (USA)*

**MONTHS**

*9*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Financial Services*

**LANGUAGES**

*Cobol, Cics, Db2, Mvs, Vsam*

**DUTIES**

*Support in credit card processing, test Y2K converted programs, debug and run converted batch daily processing run in test environment, create data from production files to be used in Y2K testing, create and run new Y2K compliant JCL code, implementation of converted Y2K code, programs and data, limited production support after implementation*

**REASON FOR LEAVING**

*Contract Ended*

**CONTRACT 11/1995 TO 10/1997****POSITION**

*Oracle Database Consultant – Eskom*

**MONTHS**

*24*

**ENVIRONMENT / INDUSTRY**

*Mainframe, Mid Range / Electricity Supply*

**LANGUAGES**

*Unix, Oracle 7.3, SQL Plus*

**DUTIES**

*Maintenance of existing tables in oracle, alterations to current structures according to user needs, design, create, and maintain physical and logical databases in conjunction with other DBA's, maintenance of data integrity on oracle database, writing of scripts for users to modify data / tables, importing / exporting of data to/from mainframe environment, identify system problems, resolve those problems and develop methods for monitoring system effectiveness, provide general support for users*

through meetings, presentations, and preparation of documentation.

**REASON FOR LEAVING**

*Contract Ended*

**THE PEOPLE BUSINESS 12/1994 TO 10/1995**

**POSITION**

*Systems Development Consultant – Johannesburg Stock Exchange*

**MONTHS**

*11*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Stock Market & Financial Services*

**LANGUAGES**

*Cobol, Cics, Ideal, Datacomm, Mvs*

**DUTIES**

*Development of a new dealing system to be used on the floor for trading, analysis of current system, writing of specifications for new programs, program coding and testing (on-line and batch), creating of a test environment and test data, system testing, parallel implementation, User assistance*

**ACHIEVEMENTS**

- *Nominated For Employee Of The Month:*  
*March '95*  
*May '95*  
*June '95*  
*July '95*

**REASON FOR LEAVING**

*Contract Ended*

**CORFIN CONTRACTING 11/1993 TO 11/1994**

**POSITION**

*Systems Development Consultant – BMW (SA)*

**MONTHS**

*13*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Manufacturing - Vehicles*

**LANGUAGES**

*Cobol, Cics, IMS DL/1, TSO, VSAM, SmartTest*

**DUTIES**

*Development of effective user friendly systems to user specifications, user support, changes to current systems according to new user needs*

**REASON FOR LEAVING**

*Contract Ended*

**LIW 07/1990 TO 10/1993****POSITION****MONTHS**

*Senior Configuration Official*

*06*

*Jnr Systems Analyst*

*30*

*Systems Analyst*

*04*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Manufacturing - Defence*

**LANGUAGES**

*Cobol, Cics, Ims, Ideal, Datacom, Mvs, IEW, Clarion*

**DUTIES**

*Development of effective user friendly systems to user specifications, user support, changes to current system according to new user needs, data security management, facilitating of master system plan, database management, liaison with general management, system administrator – HurQles*

**REASON FOR LEAVING**

*Made A Switch To Contracting*

**INFOPLAN 01/1988 TO 06/1990****POSITION****MONTHS**

*Junior Operator*

*12*

*Senior Operator*

*12*

*Operational Controller*

*06*

**ENVIRONMENT / INDUSTRY**

*Mainframe / Data Processing - Defence*

**LANGUAGES**

*Cics, Ims, Ideal, Datacom, Mvs*

**DUTIES**

*Motivation of the team, management of shift when supervisor was not present, identification of problems, evaluation & fixing of these problems, setting up of jobs and job parameters, Gathering of statistics and reporting to management*

**REASON FOR LEAVING**

*Group Company Transfer To LIW*



## QUALIFICATIONS

Matric / Gr12	<i>Klerksdorp High School</i>	<i>1978 – 1982</i>
B Comm III (Not Complete)	<i>Potchefstroom University</i>	<i>1983 – 1985</i>

## TRAINING IN INFORMATION PROCESSING

<i>COURSE</i>	<i>INSTITUTION</i>	<i>YEAR</i>
<i>Centre Procedures</i>	<i>INFOPLAN</i>	<i>1988</i>
<i>ADP Concepts And Facilities</i>	<i>INFOPLAN</i>	<i>1988</i>
<i>S370</i>	<i>INFOPLAN</i>	<i>1988</i>
<i>Basic/Advanced JES2</i>	<i>INFOPLAN</i>	<i>1988</i>
<i>MVS Concepts &amp; Facilities</i>	<i>INFOPLAN</i>	<i>1988</i>
<i>Roscoe</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>IMS/VS MTO + BSO</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>JCL Coding</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>Cics</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>CDP (Cope Module)</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>DAC01 Data Communications</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>Cobol</i>	<i>LIW</i>	<i>1990</i>
<i>Data Communications</i>		
<i>Problem Determination</i>	<i>LIW</i>	<i>1991</i>
<i>Network Troubleshooting</i>	<i>LIW</i>	<i>1991</i>
<i>Cics/VS Concepts &amp; Facilities</i>	<i>LIW</i>	<i>1991</i>
<i>Introduction To DB2 &amp; Internals</i>	<i>PLATINUM</i>	<i>1991</i>
<i>Introduction SQL Design &amp; Programming</i>	<i>PLATINUM</i>	<i>1991</i>
<i>CSP</i>	<i>Q-DATA</i>	<i>1991</i>
<i>Cobol II</i>	<i>LIW</i>	<i>1992</i>
<i>Millenium – GL Reporting</i>	<i>MILLSOFT</i>	<i>1992</i>
<i>Focus</i>	<i>GTI</i>	<i>1993</i>
<i>HurQles System Administrator</i>	<i>HURQLES</i>	<i>1993</i>
<i>HurQles User Exits</i>	<i>HURQLES</i>	<i>1993</i>
<i>Cics/ESA</i>		
<i>Defining Maps</i>	<i>INTERIM</i>	<i>1998</i>
<i>Fundamentals</i>	<i>INTERIM</i>	<i>1998</i>
<i>Programming</i>	<i>INTERIM</i>	<i>1998</i>
<i>Using Maps</i>	<i>INTERIM</i>	<i>1998</i>
<i>DB2</i>		
<i>The Programming Environment</i>	<i>INTERIM</i>	<i>1998</i>
<i>Row and Table Manipulation</i>	<i>INTERIM</i>	<i>1998</i>
<i>Program Development and Efficiency</i>	<i>INTERIM</i>	<i>1998</i>
<i>IMS/DB Programming for Cobol and PL/1</i>	<i>INTERIM</i>	<i>1998</i>
<i>IMS/DC Programming for Cobol</i>	<i>INTERIM</i>	<i>1998</i>

<i>MVS/ESA</i>		
<i>JCL: Fundamentals</i>	<i>INTERIM</i>	<i>1998</i>
<i>JCL: Data Sets</i>	<i>INTERIM</i>	<i>1998</i>
<i>JCL: Job Processing</i>	<i>INTERIM</i>	<i>1998</i>
<i>JCL: Procedures</i>	<i>INTERIM</i>	<i>1998</i>
<i>SQL</i>		
<i>Programming in Oracle7</i>	<i>INTERIM</i>	<i>1998</i>
<i>Basic Query Techniques</i>	<i>INTERIM</i>	<i>1998</i>
<i>Advanced Query Techniques</i>	<i>INTERIM</i>	<i>1998</i>
<i>Database Maintenance</i>	<i>INTERIM</i>	<i>1998</i>
<i>Oracle7</i>		
<i>Administration – An Overview</i>	<i>INTERIM</i>	<i>1998</i>
<i>Basic Administration</i>	<i>INTERIM</i>	<i>1999</i>
<i>Advanced Administration</i>	<i>INTERIM</i>	<i>1999</i>
<i>MSDos</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>Harvard Graphics</i>	<i>INFOPLAN</i>	<i>1989</i>
<i>Introduction To “C” Programming</i>	<i>LIW</i>	<i>1991</i>
<i>Dbase III Assist</i>	<i>LIW</i>	<i>1991</i>
<i>Java</i>	<i>R.A.U.</i>	<i>2000</i>
<i>IBM Director</i>	<i>MICRO DIMENSIONS</i>	<i>2004</i>
<i>IBM xSeries Education</i>	<i>IBM (SA)</i>	<i>2005</i>
<b><u>OTHER</u></b>		
<i>Quality Assurance</i>	<i>JSE</i>	<i>1995</i>
<i>Structured Testing</i>	<i>INTERIM</i>	<i>1999</i>

## REFERENCES

- *On Request*