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**Location:**Anaheim, CA

**Posted:**January 13, 2024

**Contact Info:**

mar\_cat27@hotmail.com

714-683-3616

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**Resume:**

Mar O. Catipay

2081 S June Pl

Anaheim, CA 92802

(714) 683-3616

mar\_cat27@hotmail.com

EDUCATION: Bachelor of Science in Information and Computer Science

HARDWARE : IBM AS400 (I-Series) OS VERSION V5R4M0, IBM AS400, IBM S36, LASERVAULT’s iSeries UBD (Universal Backup Device), SUN ULTRA 1, IBM PC/COMPATIBLES, IBM PRINTERS, LABEL PRINTERS (RJS AND ZEBRA), AML-WIRELESS, BLACKBERRY(RIM) ENTERPRISE SERVER, Epygi Quadro16x IP PBX SIP, SNOM 360 VOIP business phones

SOFTWARE: IBM-AS/400 - OS/400, CL, COBOL/400, RPG/400 (III), RPG IV (ILE), BCD-PRESTO, QUERY/400, SQL, DDS, SEU, SDA, DFU, PDM, DBFU, DBU, QUERY/400, SST, PTF, DBU, DBFU, IMPLEMENTER, RLU, HAWKEYE, ATTACHMATE, CLIENT ACCESS, REFLECTION, PDM, DB2/400, SQL/400, WINDOWS SERVER 2007/2013; WINDOWS EXCHANGE (EMAIL) 2007/2010/2013/365; MICROSOFT WINDOWS PROFESSIONAL 7, 8 & 10; MS WINDOWS OFFICE 2007, 2010, 2013/365; VS COBOL, COBOL II, MS COBOL, FORTRAN, FOXPRO, PASCAL, CLIPPER 5.2, FOXBASE, DBASE, ORACLE DB, MS ACCESS, FULCRUM 2000, CMS, WINCAP WORKBENCH, MS DOS, MS OFFICE, REPORT WRITER, VISUAL BASIC, VISUAL FOXPRO, NOVELL, LOTUS NOTES, CA-PRMS, INFOR-KBM, T.L. Ashford, OptioDCS, EDI-Gentran, Faxstar/400, AML-wireless.Siemens MedSeries4 General Financial application modules is strongly preferred – Accounts Payable, Materials Management, General Ledger, Payroll/HR, and Fixed Assets. Knowledge of MS4 Patient Accounting, MIRA, Casemix and other revenue cycle modules

EXPERIENCE:

Hyundai AutoEver America (HAEA)

111 Peters Canyon Road, Irvine CA 92606

January 2022 – Present

NOC Sr. Technician

Hyundai AutoEver America (HAEA) is a global Information Technology services company, with approximately 300 professionals serving Hyundai Kia Motor Group affiliates in North and South America. HAEA provides a full range of Information Technology Services, spanning application services, business intelligence, integration, data security, infrastructure, and hosting services. By delivering competitive services, HAEA enables our clients to focus on running their core business, align IT capabilities to support business goals, and leverage technology to more effectively compete in the marketplace.

Duties and Responsibilities includes but not limited to:

•Reporting and escalation to Sr. NOC Operator and/or higher management/leadership

•Act as central escalation point for major incidents and facilitate multi-team conference Calls for triage and resolution purposes

•Assists the team in carrying out department responsibilities and collaborates with others to support short- and long-term goals/priorities for the department.

•Assists the team in carrying out department responsibilities and collaborates with others to support short- and long-term goals/priorities for the department.

•Provides general Service Desk phone support and Tier 1-2 desk side support for the organization, including troubleshooting and repairing computer hardware and software, Citrix, and application support.

•Performs basic network/system administration, security management and user account management in Active Directory (AD), Microsoft Exchange, Multi-factor authentication (MFA), Pulse Secure, CrowdStrike and Rivest Shamir Adleman (RSA).

•Performs Active Directory administration: disable/unlock accounts, reset passwords, and New Technology File System (NTFS) folder permissions.

•Provides support for Azure, Office 365, and various cloud services.

•Identifies, investigates, and resolves production problems involving application systems, storage allocation, device assignments.

•Assist IT Team for triage and resolution purposes

•Monitor all batch processing, analyze results and error codes, triage issues to identify

and escalate to the associated support team

•Watch monitoring tools, discern events, analyze alerts, triage issues to identify and

escalate to the associated support team

•Schedule jobs and modify job schedules, halt and initiate jobs as needed based on

feedback from dashboards and monitoring tools

•Use Information Technology Service Management System to create tickets for escalation and issues tracking and resolution using the ServiceNow Ticketing Systems

•Log processing times, incidents and create reports for management

•Act as Service Desk, engaging the Incident Management or other IT service management processes as required

•Perform Tape Librarian functions; Send/Receive tapes through offsite vendor(s); Restore data as requested

•Act as central escalation point for major incidents and facilitate multi-team conference calls for triage and resolution purposes

•Work with system support teams to develop escalation procedures and update documentation

•Participate in 24x7 operational support for escalation matters

•Any other reasonable activity required by the management/leader

Provides System Administration and Security Control for the AS400/Iseries/ Systemi Active Directory, Exchange Server.

•Using Robot, Advance and regular scheduler for jobs and backups

•Using BRMS for Virtual tapes and regular tapes for backups

•Keep track of software maintenance and monitoring AS400/iSeries applications and OS/400 operating updates and upgrades and PTFs.

•Monitor Microsoft Active Directories, Fileserver and data communications equipment.

•Provide services to clients and users services through telephones or emails when needed.

•Check Solarwinds Alarms and escalate it as needed to respective support groups.

•Troubleshoot hardware and software Failures

•Perform console connections, device reboots, reboots or IPL system, device hardware check, replace broken cables and devices components.

•Escorts vendors as they perform routine maintenance

•Direct user supports remote and local

•Perform other tasks and eager to learn new system and new application knowledge.

•Monitors Batch operations and different jobs running in the AS400/Iseries/ Systemi for KIA Motors America, Hyundai Motors America, Mobis, MPA and HCA Production System with for each of the Company’s Partition in the AS400/iSeries Environment using using Production Monitoring Console.

•Monitors and Execute Backups both Vitual and physical tapes

•Use Information Technology Service Management M to create tickets for escalation and issues tracking and resolution

•Provides System Administration support HAEA’s Active Directory, Exchange Server.

•Check Solarwinds Alarms and escalate it as needed to respective support groups.

•Troubleshoot hardware and software Failures

•Perform console connections, device reboots, device hardware check, replace broken cables and devices components.

•Escorts vendors as they perform routine maintenance

•Perform other tasks

Apria Healthcare Group, Inc.

Lead AS400 Engineer

October 2019 – January 2022

Apria Healthcare, a Blackstone Group - is one of the nation's leading providers of home respiratory

services and certain medical equipment, including oxygen therapy, inhalation therapies, sleep apnea

treatment, and negative pressure wound therapy.

•Provides AS400 System Administration and Security Control and Computer Operations.

•Using Robot, Advance and regular scheduler for jobs and backups

•Using BRMS for Virtual tapes and regular tapes for backups

•Keep track of software maintenance and monitoring AS400/iSeries applications and OS/400 operating updates and upgrades and PTFs.

•Monitors Batch operations and different jobs running in the AS400/Iseries/ System I platform for Apria in all Partitions in the AS400 / iSeries Environment using Production Monitoring Console. Monitors Messages, reading joblogs, job recording completion time and creating reports for Management and Shift turnover.

•Monitors and Execute Backups both virtual and physical tapes

•Use Information Technology Service Management System to create tickets for escalation and issues tracking and resolution using the InfraGenie Ticketing Systems

•Provides System Administration support for Backup.

•Troubleshoot hardware and software Failures

•Perform console connections, device reboots, device hardware check, replace broken cables and devices components.

•Escorts vendors as they perform routine maintenance

Monitors daily /nightly batch processing schedules to ensure job flows are completed in a timely manner.

Provides back-up to the IT Call Center during off hours to enable customers to access systems.

Adheres to standard data management practices

•for each of the Company’s Partition in the AS400/iSeries Environment using using Production Monitoring Console.

•Monitors and Execute Backups both Vitual and physical tapes

•Use Information Technology Service Management to create tickets for escalation and issues tracking and resolution

•Troubleshoot hardware and software Failures

•Perform console connections, device reboots, device hardware check, replace broken cables and devices components.

•Prepare Backup Tapes to take Offsite for Iron Mountain

•Receive Backup Tapes rotation from Iron Mountains

•Escorts vendors as they perform routine maintenance

•Perform other tasks

Provides System Administration and Security Control for the AS400/Iseries/ Systemi Active Directory, Exchange Server.

Using Advance and regular scheduler for jobs and backups

Using BRMS for Virtual tapes and regular tapes for backups

Keep track of software maintenance and monitoring AS400/iSeries applications and OS/400 operating updates and upgrades and PTFs.

Monitor Microsoft Active Directories, Fileserver and data communications equipment.

Provide services to clients and users services through telephones or emails when needed.

Check Solarwinds Alarms and escalate it as needed to respective support groups if needed.

Troubleshoot hardware and software Failures

Perform console connections, device reboots, reboots or IPL system, device hardware check, replace broken cables and devices components.

Direct user supports remote and local

Perform other tasks and eager to learn new system and new application know how.

•Perform other tasks as may arise

UNITED PLASTICS GROUP, INC.

342 Bonnie Circle

Corona, CA 92880

January ’01 – October 2019

Sr. Developer / Administrator (Sr. IT Support Specialist)

The company has engaged in full service manufacturer of precision plastic products and value added services for the electronics, medical, consumer and industrial markets. UPG/Corona office serves as the Corporate Office for the company’s Information Technology Department.

The company uses INFOR-KBM (Computer Associates-Knowledge Based Management) System to both its Manufacturing and Financial Application for the Company’s ERP System. T.L. Ashford for labeling and bar-coding and GENTRA for EDI. Onsite Payroll and other in-house customized developed application. These applications have been written in RPG III, RPG/400, RPG IV (ILE), CL, DDS languages…

Duties and Responsibilities includes but not limited to:

•Provides System Administration and Security Control for the AS400/Iseries/ System i and the Company’s Enterprise Resource Planning (ERP) Application Software the Knowledge Based Manufacturing (KBM) System.

•Provide FULL SYSTEM LIFE DEVELOPMENT CYCLE ( Analysis, Design & Development, Testing, Implementation, troubleshooting, and Technical Support for the company’s all phases of Manufacturing Systems (Inventory Management Systems, MRP, Purchasing System and other manufacturing related modules) and Financial systems (GL, Accounts Payable, Accounts Receivables, Payroll, Payment and Billing and other related financial modules).

•Troubleshoot Systems and programs level issues in RPG III, RPG/400, RPG IV (ILE), CL, DDS using the STRDBG, STRISDB and other tools extensively. \

•Maintain and support the company's IP based Epygi Quadro16x IP PBX SIP system and SNOM 360 VOIP business phones

• Provides support for telco systems, such as Avaya IP Office Manager and RightFax Supports Intune Mobile Device Management (MDM) and iPhone deployment/support.

•Development, maintenance and enhancement of existing online and batch INFOR-KBM, for both Manufacturing and Financial Application and T.L. Ashford, labeling and bar-coding using RPG III, RPG IV (ILE), CL..

•Provides Security Administration, creates user profiles, uses system values for control values, for control over passwords and changes them, or uses system commands to grant/revoke private authorities to objects on the system.

\* Provides AS/400 System operational, AS/400 LAN communication, user

support, configure printers and other AS400 attached devices using black box,

IO box, Print Session, ADAPTIO and other PROTOCOL.

•Prepares backup and disaster recovery plans, (save/restore) /recovery functions using Laservault’s UBD (Universal Backup Device). To save the backup to network SAN using Fiber Channel cable from Iseries to UBD.

•Resolves problems using System Service Tools (SST) to ascertain media errors and communication traces, and calls IBM tech support when needed.

•Installs AS/400 application modifications, when needed.

•Installs operating system version upgrades and Program Temporary Fixes (PTF’s), when needed.

• Provide support to company’s EDI-Gentran

•Configure the Blackberry RIM Server and handheld to have he email user access their email synchronize from the email Server and Blackberry RIM server accessible from their handheld

• Working on the application to interface and mapping the wireless AML-

wireless for shipping using RPG IV (ILE).

• Providing program interface through FAXSTAR/400 sending timely

conventional reports via email to top management using RPG IV (ILE).

• Maintain/Setup MS Exchange Server for email user accounts

• Administer 2003/2010/2013/0365 Exchange Environment

• Maintain (Create/Delete/Change) Mailboxes and email accounts

Act as a Corporate Email Exchange Server and Network Administrator.

Provide 7/24/365 Technical Administration, support/troubleshooting for

hardware, software, remote communication devices (TCPIP, printers) to

12 other plants/divisions in 1-Wales, 2-China, 2-Mexico and 7 PLANTS in

the U.S.

Performing such tasks as file backup/restore, job management/print

management assigning user profiles/output queues, and configuration of

peripheral devices. PC/Network support for Corona Office, ACT as a

BACK-UP for the CORPORATE EMAIL AND NETWORK SYSTEM

ADMIN. (WINDOWS XP/VISTA/7/2010/2013; WINDOWS SERVER

2003/2007/2010/2013; WINDOWS EXCHANGE (EMAIL) 2003/2007/

2010/2013/365; MICROSOFT WINDOWS PROFESSIONAL VISTA, XP,

7, 8 & 10 ); MS OFFICE 2000, 2002, 2003,2007,2010,2013/365.

MILLENNIUM COMPUTER SYSTEM, INC.

CHELSEA COMPUTER CONSULTANTS

156 Fifth Ave., Suite 1218

New York, NY 10010

February ’99 – December 2000

Consultant

Worked for Chelsea Computer Consultants with the objective of providing its clients with computer programming and consulting services particularly in the AS/400 environment. Performance of work focused on the Full System Development Life Cycle (Designing, Coding & Testing) in but not limited to COBOL/400, RPG/400, RPG IV (ILE) and PC/Network MS Windows NT, MS Email Exchange Server and among other hardware and software applications.

And assigned at

BANKERS INSURANCE (Headquarters)

7th Floor Bankers Insurance Tower

360 Central Avenue

St. Petersburg, FL 33701

April, 2000 – December 2000

The company is engaged in property and casualty insurance, a life

and health insurer, an extensive sales and marketing organization, and a

variety of related enterprises.

Being an insurance system solution provider, my duties involves in the full development Life Cycle of new application, maintenance and enhancement of existing Insurance system using the new technology interface of AS/400 tools HTML and RPG III, RPG IV (ILE). Providing Insurance Systems Solution to clients company in the industry.

Responsibilities includes but not limited to:

•Performance of work focused on the Full System Development Life Cycle (Designing, Coding & Testing) in but not limited to providing interface using HTML in RPG in the SS/400 environment.

•Development, maintenance and enhancement of the existing online systems in the AS/400. Providing technical support for the company’s different Insurance systems.

CIGNA INTERNATIONAL (Headquarters)

45th Floor two Liberty tower

1601 Chestnut Street

Philadelphia, PA 19192-2521

December, 1999 – March, 2000

The company is engaged in Credit Insurance, Health Care Insurance, Life Insurance, Disability Insurance, among others and operating worldwide, with branches in U.K. Germany, Hongkong, South America, Canada and etc.

My duties involves in the development of interface between their Insurance application package in AS/400’s RPG III, & RPG IV (ILE) and the Accounting application Package in client server environment under Oracle Financial.

Responsibilities includes but not limited to:

•Providing support on MedSeries4 General Financial application modules is strongly preferred – Accounts Payable, Materials Management, General Ledger, Payroll/HR, and Fixed Assets. Knowledge of MS4 Patient Accounting, MIRA, Casemix and other revenue cycle modules

•Providing interface between their Credit Insurance application Package in AS/400 and their client server application in Oracle Financial installed in its corporate Headquarters in Philadelphia, PA with their Data Center in England.

•Development, maintenance and enhancement of the existing online package programs in the AS/400.

•Providing technical support for the company’s Credit Insurance package being implemented operated throughout its branches worldwide.

STAFF BUILDERS INTERNATIONAL

1983 Marcus Avenue, Lake Success, N.Y. 11042

February ’99 – October, 1999

The company is engaged in providing home health care throughout the country. My duties, involved a full development life cycle and maintenance of application systems in RPG III, & RPG IV (ILE) as well as technical support for hardware in an AS400 environment provides assistance in all phases of the company’s Information System in preparation for the transition into the company’s downsizing to PC under client server environment. Provide technical support for the company’s application systems.

Responsibilities includes but not limited to:

•Providing support on MedSeries4 General Financial application modules is strongly preferred – Accounts Payable, Materials Management, General Ledger, Payroll/HR, and Fixed Assets. Knowledge of MS4 Patient Accounting, MIRA, Casemix and other revenue cycle modules

•Development, maintenance and enhancement of existing online programs in the AS/400 environment.

•Providing technical support for the company’s Information Systems under RPG III, & RPG IV (ILE).

•Served as Technical Liaison between the legacy and the new systems.

•Involved in the testing and implementation of the new application system (HBOC) in SQL Server and Visual Basic interfacing the legacy systems.

RMC TECHNOLOGIES, INC.

July 1997 – January 1999

Project Leader/Operations Manager

A United Kingdom based company engaged in Y2K remediation.

Assigned in its client in Hongkong’s Manulife Financial Corporation a life

Insurance company with head office in Canada as a Project Leader

With seven (7) Senior Programmer/Analyst.

Clients includes :

Hongkong : Manulife Financial, IT Services Department ;

United Kingdom: Abby National, Littlewoods, Norwich Union, Bristol and West

Assigned in the company’s Y2K Operations as Operations Manager, involved in the impact analysis, code audit, remediation and documentation on client’s applications developed in COBOL under IBM Mainframe and COBOL/RPG under IBM AS/400 environments.

Responsibilities:

•Impact analysis on the projects involving COBOL/UNISYS for IBM Mainframes and COBOL/400 for midrange.

•Consolidating all the projects in progress and accountable for deadlines, including coordinating with all the project leaders.

•Scheduling the projects to be undertaken by its project groups.

•Provide reports to the top management.

MACTAN CEBU INTERNATIONAL AIRPORT AUTHORITY

Airport Rd., Lapu-Lapu City, Cebu, Philippines

May 1996 – June 1997

Senior Computer Services Analyst/Programmer

Airport Management Systems

Responsible in a full development life cycle (analysis, design, development, maintenance, testing and documentation) of the authority’s information systems to monitor both passenger, cargo or general aviation aircraft, using COBOL/400 and RPG under AS/400 environment. This system is capable of monitoring the passenger statistics both for domestic and international passengers.

Responsibilities:

•Development, testing and maintenance of new and existing online programs.

•Analysis, revision, and testing of online programs.

•Assisted in the documentation of user’s and operational manuals.

•Provide operations support on the Airport’s Commercial and General Aviation Billing.

MEHITABEL FURNITURE CO., INC.

Lahug, Cebu City, Philippines

January 1994 – May 1996

Sr. Analyst/Programmer

Manufacturing Resource Planning Systems and Accounting Systems

Responsible in a full development life cycle (analysis, design, development, maintenance, testing and documentation) of the company’s application systems as well as production support, using RPG400/ COBOL and RPG in an AS400 environment, for the following systems: Manufacturing resource Planning, Product Costing, Production Scheduling, Sales Order, Inventory Management, and Accounting System (Payroll, AR/AP, GL, DR) supports CA-PRMS software.

Responsibilities:

•Development, testing and maintenance of new and existing online programs.

•Analysis, revision, and testing of online programs.

•Assisted in the documentation of user’s and operational manuals.

•Provide production support for IE’s time and motion study.

SWEET LINE, INC.

Arellano Blvd., Cebu City, Philippines

January 1990 – December 1993

Analyst/Programmer

Assigned to organize a company’s Information Systems Department. Involved in a full development life cycle (analysis, design, development, maintenance, testing and documentation) of the company’s information system, as well as, production support for the Shipping Operations Systems which includes the following: Passenger/Cargo Manifest, Accounting, Payment/Billing, and Payroll (Landbased/On-Board). Project was completed using RPG400, and COBOL400 in an AS400 environment.

Responsibilities:

•Development, testing and maintenance of new and existing online programs.

•Analysis, revision, and testing of online programs.

•Assisted in the documentation of user’s and operational manuals.

•Provide production support for the company’s twelve (12) branches all over the country.

INDEPENDENT CONSULTANT (Part Time)

January 1988 – 1998

System Developer

As an Independent System Developer provided customary services for client companies. Services include analysis, design, development, maintenance, testing, and documentation of systems and programs. Also provide them with Users Guide/Manuals.

Stone International, Inc., Cebu City, Philippines

Mandaue City, Cebu, Philippines

A manufacturing company exporting stone, wood, wrought iron furniture. Developed the following application systems using MS/COBOL: Raw Materials Inventory Management, Accounting, Payroll, and Manufacturing System.

United Technologies Automotive Phils, Inc.

MEPZ, Lapu-Lapu City, Cebu, Philippines

A U.S. based company producing wire harness for the U.S. Ford, Chrysler, and GM cars. Developed the following application using RPG400: Payroll, and Human Resource Information System.

Philippine Welding Co., Philippines

Mandaue City, Cebu, Philippines

An Australian based company producing automotive spare parts and bearings. Developed the following systems in a PC’s based CLIPPER 5.2 and POWERBUILDER: Manufacturing System, Material Resource Planning, Product Costing, Inventory Management, and Accounting.

Computer Science Instructor (June 1990 – May 1997)

Worked as an Instructor in the College of Computer Science in different Universities in Cebu, University of the Visayas, Southwestern University, AMA Computer College, Saint Joseph Institute of Technology. Responsible for some research on the subject matter that was taught and also gave students research work.

Subjects taught: System Analysis and Design, File Organization & Processing, Computer Simulation, Number Systems, Operations Research, Database System Concepts, Operating System Concepts, and Programming Languages (Fortran, Turbo Pascal, Clipper, Cobol,

X-Base, Basic)

TRAINING:

•LAN Design

•Novel Netware Administrator

•Windows NT Administrator

•Oracle Tools Developer Seminar

•Management Information Systems

•RDBMS and Data Modeling

•IBM System Administration and Control

•AS/400 Introductory Course

•AS/400 Systems Operator Workshop

•RPG/400 Programming

•AS/400 CL Programming

•AS/400 Relational Database Design & Coding