

## LEONARD G. PATTERSON

House address  
City, State Zip Code  
Phone number

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### OBJECTIVE

To obtain a challenging position within the technical world of computer processing.

### EDUCATION

Central Michigan University, Mt. Pleasant, MI B.S, December 1984

**Major:** Business Management Emphasis: Marketing

St. Clair County Community College, Pt. Huron, MI Associates, May 1976

**Major:** Management Computer Information Science

St. Clair County Community College, Pt. Huron, MI Associates, June 1972

**Major:** Industrial Electronics

### WORK EXPERIENCE

2003 April to present **DaimlerChrysler Corporation** Manager, 24X7 Distributed Systems Support  
Major responsibilities: Managing a staff of 17 system administrators responsible for monitoring, upgrading, and problem determination of 2200+ SUN, AIX, HP, and Fujitsu UNIX platforms. Staff monitored leading edge web driven Dealer Connect e-business applications, lead bridge calls to call in key technical support staff in triage support.

1998 - June to 2003 - April **DaimlerChrysler Corporation** Web Master  
Major responsibilities: For the design coding and implementation of a Customer Support Group Web Page. Web page provides access to a Lotus Notes Database, with search capabilities for solution documents, reference materials and internet and intranet web page links using multiple and reiterative key word search capabilities.

1998 - June to 1997 - January **Chrysler Corporation** Supervisor, 24X7 Site Support  
Major responsibilities: To establish a working environment and operating procedures for a newly formed outsourced support group to monitor, manage, and maintain 250 distributive servers, their operating systems, disk management, database products and application software. The primary goal was to standardize software, maintain 99.9% availability, coordinate recovery, and to escalate issues not resolved by the team.

1996 - December to 1995 - July **Chrysler Corporation** Supervisor, Distributive Systems  
Major responsibilities: Supervised 17 System Software engineers responsible for

the installation, maintenance and upgrade of a variety of Unix operating systems, communications equipment and disk management. This group was primarily second level support, problem determination, and operating system, database and application support software evaluation, testing and installation.

1995 – June to  
1988 - August

**Chrysler Corporation** Supervisor, IMS & DB2

Major responsibilities: Responsible for supervising staff monitoring, tuning, software installation and upgrade of all corporate IMS and DB2 systems software running on 6 very large main frame operating systems.

1998 – August to  
1983 - February

**Chrysler Corporation** Senior Software Specialist

Major responsibilities: Installation, maintenance, and upgrade of IMS, support and monitoring software. First level support for operations, problem determination and resolution. During this time installed five independent releases of IMS and support products. Implemented monthly gen process for new applications, communications devices, and databases.

1983 – January  
to 1980 - April

**Chrysler Corporation** Software Specialist

Major responsibilities: Application and production implementation of OS/MVS operating systems software. Install and maintain program products: Syncsort, Look, ACF2, MSX, TSO, and Cobol compiler. Responsible for designing and implementing a customer relations complaint system from IBM 6240, System 6, Xerox 8600 hardware to remote 3270 and JES2 electronic data processing. JES2 support for Honeywell communications.

1980 – March  
to 1978 - June

**Chrysler Corporation** Software Specialist

Major responsibilities: Responsible for OS/MVS operating system generation for software and hardware configurations, RJE/NJE JES2 communications support for remote devices. Responsible for processor and peripheral hardware physical installation planning and coordination. Physically moving peripheral hardware, bus and Tag cables to meet the operational needs. Responsible for schedule power down and recovery of all IBM and Amdahl processors.

1978 – May  
to 1976 - March

**Chrysler Corporation** Shift Supervisor, Data Center Operations

Major responsibilities: Supervisor of first shift computer operators and the running of all production and test jobs. Additional responsibilities include the completion of operational statistics, availability, service use, and reported problems. Managed dedicated computer links to 19 field depots. First level problem determination and repair coordination of multiplex modems. Master terminal operator for IMS online communications software.