

**JOSEPH R. REFORMADO**  
**Email: JoeFromTheRosieShow@gmail.com**

---

**SUMMARY OF QUALIFICATIONS**

- Strong business and systems background with emphasis on Health Care Account Management, Business and Financial systems and excellent customer service relations
- Strengths lie in systems/process analysis, customer/user relations, and team development skills
- Proven track record of developing/enhancing systems that satisfy business user needs, and re-engineering processes to increase efficiency while providing substantial cost
- Participate and provide 24x7 production support with over twelve years IT experience

---

**TECHNICAL SUMMARY**

|                                      |  |
|--------------------------------------|--|
| <b>Software:</b>                     | CMS, VM, IBM OS/390 and z/OS Mainframes, Microsoft Office products v95/98/2003/2007, and Microsoft Windows XP/Vista/v7 Pro – 32bit & 64bit.  |
| <b>Programming Languages:</b>        | Assembler, CICS, COBOL LE, DB2, SQL, Endeavor, Expeditor, FileAid, File Master, FORTRAN, IDCAMS, InterTest, ISPF, JCL, JES, QMF, QuickRef, Panvalet, PL1, Platinum, Procs, SAR, SDSF, Spufi, Stored Procedures, TSO, Java, J2EE, DASD, VSAM, SAS, Changeman utilities, PowerBuilder v7, and TCF Websphere Java Application v5. |
| <b>Methodologies / Applications:</b> | Method II, Business Integration, SDLC Methodology, SCLM Program Tool, Healthcare Adjudication Engine Systems, Data Stage/Management, Client Accounting, and Solution Delivery Methodology (SDM).   |

---

**WORK EXPERIENCE**

|   |                               |
|---|-------------------------------|
| <b><u>WENDY'S RESTAURANT</u></b> Skokie, IL | <b>October 2011 - Present</b> |
| <b>Crew Staff Associate</b>                 |                               |

- Greeting customers in the dining area and drive-thru window and ability to lift up to 50lbs
- Working with general restaurant equipment such as fryers, warmers, slicers, and grill
- Working together as a team to prepare, serve and deliver freshly cooked food for the customers
- Maintaining cleanliness in the food prep area and dining area and taking out refuse
- Cleaning and wiping down restaurant equipments and counters
- Accomplishing multiple tasks within established timeframes and completing training programs
- Certified Foodservice Sanitation Manager from the Chicago Dept. of Public Health

|  |                                |
|--|--------------------------------|
| <b><u>ESPRESSO THY ART</u></b> Chicago, IL | <b>May 2011 – October 2011</b> |
|--|--------------------------------|

**Office Manager/Barista (Family-owned Business)**

- Worked as a Barista in a family owned coffee shop business
- Cash handled and financial reporting, and customer service relations
- Managed the financial operations of the business and worked with three business partners
- Managed and oversee the daily operations of opening and closing for the business
- Prepared coffee drinks, making, and served food orders for the customers
- Face to face customer service and built customer relationships
- Certified Foodservice Sanitation Manager from the Chicago Dept. of Public Health

**HEALTHCARE SERVICES GROUP, INC** Chicago, IL**February 2011 – May 2011****Account Manager**

- Worked with industrial equipments such as a buffer/scrubber and side-by-side scrubber machine.
- Managed payroll accounts and employee bi-weekly work schedules.
- Managed and supervised the daily operations of housekeeping, laundry, and food service divisions.
- Attended weekly meetings with administrators, managers, nurses, and staff.
- Handled operational issues, allocation of employee resources, instituted and monitored of financial controls, and management skills needed to address and resolve clients' expectations or issues.

**ESPRESSO THY ART** Chicago, IL**November 2007 – February 2011****Office Manager/Barista (Family-owned Business)**

- Worked as a Barista in a family owned coffee shop business
- Face to face customer service and built customer relationships
- Certified Foodservice Sanitation Manager from the Chicago Dept. of Public Health

**HCSC BLUE CROSS BLUE SHIELD** Chicago, IL**November 2005 – November 2007****Senior Application Developer – Data Stage/Management - Web**

- Successfully completed scheduled Solution Delivery Methodology (SDM) training with a pass rate of 100% and 2007 SOX compliance. Primary production support role for Incentives projects in mainframe AS400 and SAS.
- Worked on the Consumer Driven Health Plans (CDHP) project as the primary lead developer using COBOL, DB2, CICS, VSAM, Expediter, Inter-test, Spufi, QMF, TSO, MVS, JCL, and Java.
- Projects in Java/Magna. Assisted in the development and deployment of the Texas Portfolio Builder.
- Worked with Java programs in full-life cycle development, enhancement, and maintenance in production. Modified and compiled Java jsp/servlets programs in Unit Test environment. Tested the changes in System Test environment and moved to production. Worked with Websphere Thin Client Framework (TCF) Java Jsp and servlets programs.
- Migrated Java/Cobol programs from unit test, cycle, pre-prod environments to production environment. Worked with data stage and data management system environment.
- Developed, designed, coded, supported, and took a lead role for incentives on all Health Care Account and Health Risk Assessment projects. Applied SDM to all Consumer Driven Health Plans

**Various IT Companies** Chicago, IL**July 1995 – November 2005**

- Programmer Analyst/Senior Application Developer Analyst

**EDUCATION****Northeastern Illinois University****August 1992****Bachelor of Arts Mathematics / Minor in Computer Science****DePaul University****August 1995****Computer Career Program – Certificate**

An accelerated postgraduate program concentrating on Structured Programming and Systems Analysis:

- |   |                                   |
|---|-----------------------------------|
| ▪ Advanced Structured COBOL I & II & LE | ▪ TSO / ISPF / PDF / ESA-JES2     |
| ▪ Systems Analysis and Design           | ▪ CICS / CEDF Debugging           |
| ▪ OS / MVS / JCL / ANSI C               | ▪ VSAM / ISAM File Management     |
| ▪ SQL / ORACLE / DB2 / SPUIFI           | ▪ IBM Utilities / Easytrieve Plus |