

John Yocum
214-734-8590 cell
jyocum@gte.net

August 27, 2009

TO WHOM IT MAY CONCERN

After experiencing retirement, I am once again looking for employment, either full or part time. I still have valuable skills and abilities that could be used to solve problems. I still have the integrity and the discretion required of employees. And I believe I would rather wear out than rust away, so I have started searching.

The job I am looking for is one where I can interact with people and assist them in solving problems or teach them how to solve problems. The satisfaction that comes from interacting with people, in person, by phone, or by Internet, is missing and I want that to return. If you know of any openings where my knowledge and skills would fit, please let me know.

With best regards,

John Yocum

JOHN F. YOCUM
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jyocum@gfc.net

SUMMARY

Dependable, detail oriented individual with effective communications skills. Able to work alone or with a team in problem resolution or instruction delivery. Seeking employment in change management, IT education, or information/concierge customer service area.

PROFESSIONAL EXPERIENCE

MBNA **Retired April 2005**

Information Services **December 1994 – April 2005**

As Senior Systems Programmer monitored change requests in Peregrine Service Center insuring compliance with procedures. Chaired weekly change meeting to schedule approved changes. Applied changes and directed the install of the updated system during the weekly maintenance window. Performed quarterly audits to insure compliance with company procedures and Sarbanes-Oxley.

International Business Machines

Education Division **August 1987 – November 1994**

As Senior Instructor taught the Large Systems Institute class for IBM Systems Engineers. As Curriculum Manager was responsible for lecture and lab assignments, evaluating and reporting on student's performance.

Data Processing Division **November 1976 – August 1987**

As Advisory Systems Engineer Teamed with the Marketing Representative to present hardware and software solutions to meet the customer's IT needs. Recognition – six SE Symposiums, several Region and Branch Manager awards.

Field Engineering Division **November 1965 – November 1976**

As Advisory Program System Representative installed and maintained IBM operating systems for IBM large systems computers, diagnosed problems, and applied preventive maintenance.

As Customer Engineer installed and maintained IBM computer hardware.

Education BS Business Administration, SIU, Edwardsville, Illinois.

Military Air Force, Electronics training in radio repair.

Volunteer Church; choir, Youth Director, and Bible study teacher. PTA. Homeless shelter. Tutoring elementary school children.