

# Richard C. Steiner

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## Summary of Qualifications

- Almost fifteen years of experience designing, developing, and implementing complex software solutions.
- Ten years of experience providing 24x7 on-call support for a critical application area at a major airline.
- Hands-on experience with the entire development process from initial design through formal testing and SQA.
- Team player. Equally proficient in both solo and cooperative software development environments.
- Quality-oriented. Initiated numerous productivity and development process improvements.
- Focused on customer satisfaction and on providing long-term solutions to customer problems.
- Self-motivated. Made significant efforts to develop new technical skills and apply them in the workplace.

## Technical Skills

Development Environments: Solaris, Workshop, Linux, DDD, Sybase (CT-Lib), Tuxedo, Unisys OS1100/OS2200, Unisys A-Series MCP (MARC), TIP/HVTIP, USAS, UNIMATIC/AIS, COMS, DPS, DMS1100, DMS II, RDMS, Open/OLTP, VAX/VMS, NetBeans/BlueJ

Languages: C, awk, perl, Unix shell scripting (bash and sh), COBOL, SQL, FORTRAN, FDMLP, MASM1100, ECL, WFL, CALL, SSG, PRIMUS macros, CTS/IPF/ED macros, Pascal, REXX, BASIC, HTML, Java

Development Tools: sccs, cscope, Sun Workshop, DDD/gdb, vi, FTE, NEDIT, FINDREF/IACULL, FORMGEN, DOWN, ED, CTS, IPF, FSED, UEDIT, SCSCCF, PCR, TTS, SCRIPTGEN, PSIGEN, CANDE, DMS/INQUIRY, TSO/ISPF, CHANGEMAN, HEAT

Desktop/Server Environments: MS-DOS, Windows, OS/2, Linux 1.x and 2.x (SLS, Slackware, RedHat, Mandrake, Coyote), MacOS, Solaris 2.5-7, FreeBSD 2.x and 3.x, BeOS, Samba, SMB/CIFS, nfs, Webmin, linuxconf

Other Software: Microsoft Word, Lotus WordPro/Ami Pro, StarOffice 3.x/4.x/5.x, DCF, ABC Flowcharter, Visio, Xfree86 3.x/4.x, VNC, HobLink X11, Hummingbird Exceed for OS/2 and Windows, MI/X

## Work Experience

VENTURI TECHNOLOGY PARTNERS, Golden Valley, MN 2002 - 2003  
**Consultant/Contract Programmer at Viracon, Inc., in Owatonna MN**

Worked as a COBOL/DMS II programmer in a Unisys A-series (Clearpath NX) mainframe environment as part of a three-person team. The activities I was engaged in are as follows:

- Creating/modifying custom interactive data entry screens and batch programs to produce printed reports.
- Creating a variety of single-shot and multiple-use programs for updating/initializing the database.
- Doing ad hoc database queries via DMS/INQUIRY, both for testing and in support of the system.
- Creating and maintaining batch runstreams (WFLs) to control the execution of batch programs.
- Setting up online programs via COMS, and using the system LOG ANALYZER, BACKUP, and MARC.

Tools used: COBOL74, WFL, MARC, CANDE, PSIGEN, DMSII, DMS/INQUIRY, LOGANALYZER, COMS

NORTHWEST AIRLINES, INC., Eagan, MN 1993 - 2002  
**Senior Applications Associate (1993 - 1995) Senior Applications Analyst (1998 - 2001)**  
**Applications Analyst (1995 - 1998) Applications Developer (2001 - 2002)**

Most of my eight years at Northwest Airlines (as well as two additional years as a Unisys contractor at NWA – see below) were spent doing development and support work either on or directly related to the WorldFlight system, the central “core” mainframe computer system residing in the heart of Flight Operations/SOC, and used by everyone from pilots and flight dispatchers to meteorologists, load planners, and gate agents at every airport NWA serviced.

Most of the application code we supported was Fortran, with a small amount of COBOL and 2200 MASM (Macro Assembler), and the support software was Fortran, 2200 MASM, C, and various macro languages (SSG, CALL).

The WorldFlight group was a closely-knit 12-person team, with each person focusing and developing expertise in various specific areas of the application. My three areas of expertise were Surface Weather parsing/processing and retrieval, Gross Weights/MGL calculations (optimal flap/thrust calculations), and ACARS (radio terminals on the aircraft) message handling, and I also designed/coded./modified/maintained a number of programmer utilities for the group. The general responsibilities I had as a programmer/analyst and developer included the following:

- Providing 24x7 on-call support (pager/dial-up) for the WorldFlight and CFT/FDC production systems.
- Creating, modifying, and supporting software on both test and production systems including:
  - ⇒ Custom online transactions (interactive screens) and static on-screen displays.
  - ⇒ Batch programs which performed database integrity functions and report generation.
  - ⇒ Message-driven “driver” programs which stored and distributed data (weather info, etc.) in real-time.
  - ⇒ Utility software, mainly programmer tools (data decoders, search utilities, UEDIT, FINDREF. etc).
- Doing applications database (mainly flat file) and software (screen, program flow, etc.) design work.
- Writing new programmer reference documents & updating existing ones in DCF, @DOC, and MS Word.

In addition to the above, I also provided some informal Macintosh and PC support work for the group, I was one of the two people who did support work on the Ops Database (a set of C daemons running on Solaris 2.5/2.6 and using a Sybase 11 database), and I created and maintained the group’s web site on the NWA corporate intranet.

Tools used: OS2200, TIP, UNIMATIC/AIS, FORTRAN, COBOL, MASM (Basic Mode), C, ECL, CTS, SSG, CALL, DMS1100, RDMS, IPF, CSHELL, CULL/IACULL/FINDREF, Open/OLTP, TTS, SUPUR, Solaris, Sybase 11, CT-Lib, cscope, sccs, vi, Workshop, TSO/ISPF, OV, CHANGEMAN, HTML, VNC, MacX, Exceed/Windows

**UNISYS CORPORATION, Eagan, MN** 1988 - 1993  
**Systems Programmer (Gr. 9), Unisys Airline Development/Support Center, MACS** (1992 - 1993)

Worked as a development programmer in the Advanced Cargo Rating application, , mainly developing new DPS-based transaction screens for the upcoming 11R2 version of the product. During my time in USAS\*ACR I helped to bring an online messaging forum facility (@OSM) to the Airline Center as part of a quality initiative with the intent to increase communication between different programming groups, and I helped administrate that facility.

Tools: OS2200, HVTIP, USAS, FORTRAN, DPS, FORMGEN, SSG, CALL, TTS, ECL, CULL/IACULL

**Systems Programmer (Gr. 9), Unisys Airline Development/Support Center, MACS** (1991 - 1992)  
**Assoc. Systems Programmer (Gr. 7), Unisys Airline Development/Support Center, MACS** (1990 - 1991)

Worked as a support programmer in the main Cargo (USAS\*CGO) application, mainly working on customer problem reports, and helped to assist in the cutover of the Air Canada “TOTEM” system..

Tools: OS2200, HVTIP, USAS, FORTRAN, COBOL, DMS1100, FDMLP, DPS, FORMGEN, SSG, CALL, TTS, PRIMUS macros, ECL, CULL/IACULL

**Analyst Systems. Associate (Gr. 7), Complex Systems, On-Site Contractor at NWA** (1990)  
**Associate Systems Analyst (Gr. 5), Complex Systems, On-Site Contractor at NWA** (1988 - 1990)

Worked as a contractor/programmer as part of the two-year WorldFlight project on-site at Northwest Airlines, and became the Surface Weather expert and primary support programmer for that application area. Did extensive work to modify existing UNIMATIC transactions and various batch programs so they would work correctly at NWA.

Tools: OS2200, TIP, UNIMATIC/AIS, FORTRAN, MASM (Basic Mode), ECL, CTS, SSG, CULL/IACULL

## Education

**B.S., Computer Science**, Mankato State University (emphasis in Systems Programming, Minor in Mathematics)