Serve up innovative resolutions
Albert Grankin, Support and Diagnostics Architect

Meet Albert

Information Management Support and Diagnostics Architect Albert Grankin is always up for a challenge, serving up innovative IBM DB2 solutions for his clients. With almost two decades in Support, Albert's ability to keep clients at the top of their game ensures DB2 is a success in their dynamic environments.

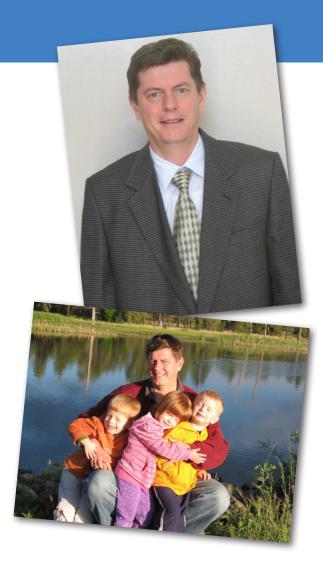> "Albert excels at solving complex software issues."

Away from the office, Albert stays active with his triplets and hit the courts at his local tennis club.

How Albert uncovered the source of a problem

Albert excels at solving complex software issues. When product stability issues held up their large data warehouse rollout, a client in the retail industry turned to IBM Support to investigate the situation.

Albert's willingness to dig deep in addition to his background in development allowed him to leverage his experience and network to discover deeply imbedded code that was the source of the problem.

He looked through the client's diagnostic data and worked alongside his IBM team members, the storage vendor, and client to investigate the root of the problem.

With the ability to replicate the potential problem, Albert was able to promptly deliver a fix allowing the client to:

- Successfully roll out their data warehouse on schedule
- Gain a deeper understanding of their complex database environment
- Focus on business requirements and innovation

Albert's Approach
Take the extra step

Leveraging his product development background, Albert delivers solutions for complex client issues and shares his knowledge for higher client satisfaction and product understanding. Albert's technical expertise and strong communication skills allow him to deliver timely resolutions to help minimize disruptions to his clients' mission critical environments. To speed up the time to resolution, Albert also takes extra steps to learn about client environments and projects helping them get more out of their software.

Albert's Philosophy
Look beyond the issue

Albert believes that his clients' product reliability, availability and serviceability lead to business innovation, which is why he looks beyond the

> **"Albert improves his clients' software for the long term."**

issues to serve his clients in the short term. Drawing on his development background, Albert improves his clients' software for the long term.

Albert's Background

Albert has been in the IT industry for over 18 years, beginning with a career as areal time programmer upon graduating from Rostov State University in Russia. Upon joining IBM, Albert became a DB2 developer, rewriting DB2 Trace API, aswell as working on other DB2 support tools and features. Working with DB2, Albert learned the software development process, and built a network that would help him solve his clients' software concerns.

Driven by his passion for helping clients, Albert co-founded the Advanced Problem Determination team as a Support and Diagnostics Architect with a mission to supplement the troubleshooting process with in-depth diagnostics for software innovation and client satisfaction.

Hobbies

Albert leads a fast-paced life - at work and at home. At home, he keeps up with his triplets and plays singles and doubles tennis three times a week. An avid player for ten years, Albert likes to challenge his colleagues in other areas of the world when he travels. He never leaves home without his racquet!

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IBM DB2

Visit the Data Management website for more information.