



Expand Technology Horizons

Carolina Leme, Technical Support Engineer

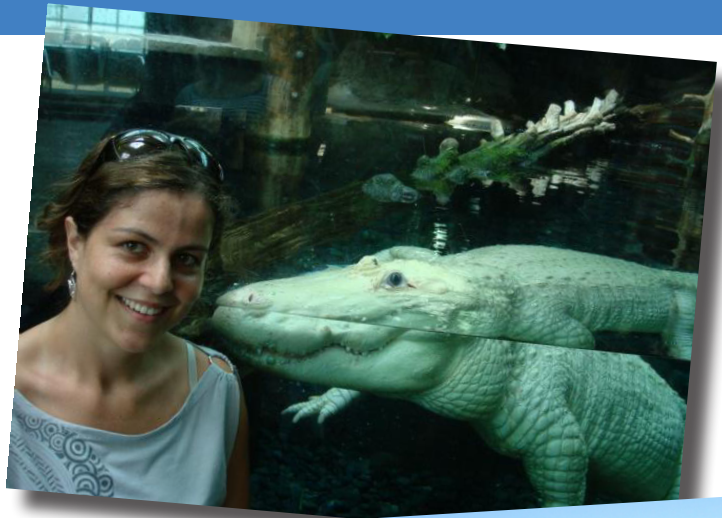
Meet Carolina

IBM Information Management Technical Support Engineer Carolina Leme is endlessly exploring new ways to help her clients succeed in today's emerging technology landscape. Self-improving and curious, Carolina stays up to date on new technologies and software to enhance her own support expertise. An explorer at heart, having travelled throughout her native Latin America, Europe and North America, Carolina is a passionate globetrotter and brings her passion back to the office to expand her clients' horizons.

“Endlessly exploring new ways to help her clients succeed.”

How Carolina navigated a new route to save the data

Working as an IM Client Support representative, Carolina is the first person clients contact when they need assistance. When a prominent news broadcasting station turned to Carolina with an Informix IDS error, she was able to independently address their concerns. Believing their environment was experiencing an Operating System (OS) error, the client had been trying to fix their crashing system for weeks. Using her extensive product knowledge, a quick thinking Carolina discovered that the issue was not an OS error but an error that could cause data loss. Working alongside the client, Carolina was able to bring in the Informix IDS Research and Development team to build a patch, reviving the software in just three days.



With Carolina's solution, the client's environment was flawless, enabling them to:

- reduce costs
- save their essential data
- reduce downtime
- minimize the time to resolution
- run their environment at the required level



Carolina's Approach

Expand technology horizons

Carolina wants the best for her clients. She encourages them to embrace the newest innovations, capabilities and product upgrades from IBM Information Management. She constantly pushes herself, improving her product knowledge and helping her clients reach new possibilities and expand their technology horizons.

Carolina's Philosophy

Build a database of knowledge

Carolina believes each client case is unique, drawing from previous experiences to deliver leading-edge solutions. She listens carefully,

“Embrace the newest innovations, capabilities and product upgrades from IBM Information Management.”

collects crucial information and draws from her existing knowledge base of similar cases, saving time and providing a better solution.

Carolina's Background

Having always been interested in computer technology, Carolina pursued a career in Technical Support following university. Working at IBM Brazil, Carolina was responsible for supporting Brazilian and Latin American Informix and SolidDB clients using her knowledge of both Spanish and Portuguese. She moved to Florida in 2007, and began supporting U.S and Canadian Informix clients and worldwide SolidDB clients.

In her current position, Carolina is the first contact when a client engages IM Client Support. In most cases, she is able to solve the issues herself using her extensive product knowledge, but works with

Advanced Support on cases that require extra attention. Carolina's passion for learning that has her improving her skills to become certified Advanced Support representative in the near future.



Hobbies

Carolina's passion is traveling with her husband. Having explored three continents,

travel for her is a lifestyle choice. Whether on the job or on vacation, Carolina challenges herself to think beyond borders. Together they have traveled throughout Brazil including Rio de Janeiro and Sao Paulo. Crossing Europe, Carolina has been to London, Amsterdam and Germany, with plans to visit Paris and Italy soon. She has traveled to the Bahamas twice and throughout the United States. With her sights set on visiting Dubai and Canada as well, Carolina is always looking for new destinations to explore.

Information Management Client Support

When you leverage IM Client Support you get phone or electronic access to our expert technical support specialists. Acting as your single-source software support service, IM Client Support offers fast and accurate problem resolution. The world-class support capabilities of IBM and the varied expertise of our global network of support professionals offer personalized support that best suits your software environment saving you time and cutting costs.

For more information, visit our IM Client Support website at: ibm.com/software/data/support/