



Jump in with the Right Solutions

Jane Shi, Software Support Analyst

Meet Jane

InfoSphere Master Data Management Server (MDM) Support Analyst and Team Lead, Jane (Chen Ying) Shi loves a challenge and solving complex software issues, which satisfies her need to reach new levels of client success. Through accelerated learning Jane keeps her skill-set sharp and current to accurately provide client solutions. Outside of IBM, Jane's adventurous spirit and her passion for new experiences takes her to new places and tests her limits with extreme sports.



“Through accelerated learning Jane keeps her skill-set sharp.”

How Jane jumped in to deliver a fix

A major financial institution encountering a deadlock issue in their preproduction environment and contacted IBM Support for assistance. The issue was critical, as it had forced the client to adjust their go-live date. Assigned to the case, Jane began to analyze the situation to help her understand the client's transactions and the root cause of their issue.

Jane discovered a performance issue within their complex software environment when the client attempted to get two transactions into one database record.

To provide a fix, Jane coordinated a team of people across IBM who together modified the application installation, adapted the customization code and tuned up the client's environment to:

- Significantly improve performance
- Successfully meet their go-live date
- Reduce cost by conserving resources with a faster time to resolution
- Obtain a long-term solution
- Improve staff productivity



Jane's Approach

Sharpened skills for a competitive edge

Jane continuously develops her expertise through technical training and knowledge sharing to help her provide the best support solutions. Having the latest training on the newest product features enables Jane to not only fix her clients software issues, but also to improve their long-term performance with innovative solutions.

Jane's Philosophy

Stay focused on client satisfaction

Client satisfaction is Jane's most important business goal. She believes that her clients' successes lie in her dedication to their software issues. Jane delivers solutions across multiple product areas and time zones to ensure total client success and satisfaction with their IBM Software.

“Client satisfaction is Jane's most important business goal.”

Jane's Background

Jane's IBM career spans over a decade, giving her the relevant experience needed to become an MDM Support Team Lead and a mentor and coach to her fellow support analysts. With a degree in Computer Science, Jane became an IT Specialist for a customer data integration software company. Jane joined IBM as a Software Services Consultant to help clients implement critical projects.



Today, as a Support Analyst and Team Lead, Jane's experience propels her to solve support issues from a in-depth technical point of view.

Hobbies

Beyond technology, Jane has a taste for adventure and extreme sports. She has traveled throughout the world experiencing the various cultures of Western Europe, and parts of Asia. It was bungee jumping in China that launched her into the world of extreme sports. Now with Giant Sky Swinging under her belt, Jane plans to kick the danger level up a notch by sky diving alongside her husband who shares her passion for adventure.

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: ibm.com/software/data/support/

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