Choreograph a solution
Kenneth K. Cheung, Support Analyst

Meet Kenneth

Information Management Support Analyst Kenneth K. Cheung's passion for fixing critical support cases puts his clients' software environments on center stage. His powerful repertoire of training, knowledge and technical skill set positions Kenneth to provide his clients step-by-step guidance on product issues.

> " Fixing Support cases puts his clients' software envirmonments on center stage. "

Outside of IBM, Kenneth is a skilled dancer who participates in charity and dance performances showcasing traditional Chinese dance.

How Kenneth made the knowledge leap to solve a complex issue

Experiencing slow response times in their DB2 supported software environment for over a month, a client in the retail industry turned to Kenneth and his team to solve their performance issue.

With a specialty in InfoSphere Master Data Management Server (previously WebSphere Customer Center) Kenneth played the role of coordinator to drive the collaboration between his Support team and the WebSphere and DB2 application teams.

After the team's careful evaluation which included a deep analysis of the client's logs and software environment, Kenneth recommended the client fine tune their software settings. In just two days, the client's month-long issue was corrected, allowing them to:

- Save time, money and staff resources
- Prevent long-term system issues
- Improve productivity with quick system response time

Kenneth's Approach
Choreograph a solution

Much like fronting a dance troupe, Kenneth leads the problem resolution from start to finish. Step-by-step, he gathers the critical elements, including information about his clients' software stacks, use cases, results and expectation, to successfully choreograph a fix. By finding the root cause of technology issues and educating his clients, Kenneth better enables their business performance.

Kenneth's Philosophy
Support is an agent of success

Kenneth views Support as an agent between clients and IBM Information Management Software. To strengthen the Support experience, Kenneth uses his deep technical knowledge, strong communication skills and client relationship management skills. When solving a Support issue, Kenneth successfully directs his clients to software success.

> " Kenneth leads the problem resolution from start to finish. "

Kenneth's Background

Upon graduating with a Master's degree in Computer Science from the University of Toronto, Kenneth joined IBM Support focusing on WebSphere Commerce Software. After three years, Kenneth transitioned to support InfoSphere Master Data Management Server and WebSphere Customer Center. Kenneth's passion for technology began in high school as the 'go-to computer whiz' for his friends and family.

This personal experience transferred to industry experience during university, where Kenneth supported desktops and applications, computer networks, and LAN Servers in a part-time job and as a co-op student.

Hobbies

Kenneth received a certificate from The Royal Academy of Dancing in England and enjoys ballet, Chinese dance, contemporary, jazz, and social dancing. He frequently performs with various Chinese dance groups and schools in Toronto, and participates in charity showcases at the IBM Toronto Lab.

Information Management Client Support

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IBM InfoSphere Master Data Management Server

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