

## René D. Jenkins

[renedjenkins@gmail.com](mailto:renedjenkins@gmail.com), [linkedin.com/in/rene-jenkins/](https://www.linkedin.com/in/rene-jenkins/)

### SUMMARY

Senior Software Support Engineer (Analyst) with 11 years of experience supporting administrators and developers of Fortune 100 companies succeed in maximizing their enterprise level software's potential. Manages clients by setting expectations, requirements gathering, prompt updates, and directing conference call troubleshooting sessions. Skilled in troubleshooting J2EE Java applications. Expert in analyzing exceptions and errors leading to resolution and root cause analysis. Specializes in application and API code debugging and validation. Creates and verifies reproducible scenarios based on customer use cases. Authors technical documentation and knowledge-base articles for customer self assist.

### SKILLS

#### CASE Management

#### Software as a Service (SaaS)

#### Content Management System (CMS)

#### Project Management

#### Technical Training Documentation

#### Troubleshooting Tool Design

#### Technical Presentations

**Networking** - WebServices, RESTful APIs, DIIOP, HTTP, SMTP, DNS, TCP/IP, OSI

**Languages** – Java, LotusScript, BASH, Perl CGI, SED, AWK, JavaScript, Angular, Python

**Software** – WebSphere, Apache, VMWare, VIM, CVS, GIT, AWS (EC2, S3, RDS), DB2, SQL, Samba, Salesforce, Jira, VMaker, Castle

**IDEs** - Eclipse, Rational Application Developer

**Operating Systems** – Linux/Unix (Expert), Windows

### EXPERIENCE

#### IBM

Austin, Texas

**Staff Software Engineer** - Digital Experience Customization and Content Team **2014 – Present**  
Support Engineer that uses technical and negotiation skills to manage customers how to prioritize and diagnose product issues to resolution for custom web based themes, portlets, and APIs. Troubleshoots and resolves library and content security access control and permissions. Directs customers how to manage and troubleshoot WebSphere Portal Web Content Manager, a Content Management System (CMS) and Watson Content Hub (WCH). WCH is a SaaS headless CMS cloud product that integrates with existing on-premise WebSphere Portal Web Content manager through RESTful APIs. Authors knowledge base sharing articles for customer self assist, which deflects tickets saving \$750 per ticket deflection and reducing staffing requirements.

- Authored test questions related to Digital Experience Customization and Content for engineers to earn an IBM internal Digital Experience Content Support Explorer badge
- Authored Remote Search training document for how to deploy and troubleshoot search service in a clustered J2EE environment, giving team members a simplified resource which increase time to resolution for remote search tickets
- Beta tester that evaluated and recommended needed tools for new secure Citrix based environment to comply new European Union General Data Protection Regulation (GDPR)
- Beta tester for Castle a Secure Support Environment (SSE) that is GDPR compliant for engineers to spin up environments for use of customer data for recreate scenarios

## René D. Jenkins

[renedjenkins@gmail.com](mailto:renedjenkins@gmail.com), [linkedin.com/in/rene-jenkins/](https://www.linkedin.com/in/rene-jenkins/)

### IBM

Austin, Texas

**Software Engineer** - Notes Domino Application Development Team

2007 – 2014

Support Engineer and technical advisor who managed customers with product issues and understanding of development related questions using the IBM Notes Domino API/SDK.

2011 - 2012 took on additional role on the *Lotus Live SmartCloud Team* as a Support Engineer who managed customers with access, configuration, and product use issues related to the SaaS IBM Notes Domino SmartCloud service that included hybrid environments.

- Lead architect of customer self assist tools to analyze and solve problems such as the All-In-One Admin Tool, which has 15 different tools to analyze and correct various Notes database issues. Initially created in 2010 this tool and technote still averages approximately 400 monthly accesses which allows customers to solve their own issues, preventing them from opening a ticket and saving IBM thousands of dollars per deflected ticket
- Authored training documents to educate engineers on how to support database design and troubleshooting of agents (API programs)
- Created and hosted live customer technical presentations for how to troubleshoot Domino agents, Out Of Office Agent troubleshooting, and use of the All-In-One Admin Tool
- Developed and managed a Beeper Tracking Notes database that tracked pager carriers for over 30 different product disciplines
- Developed an automated process using IBM's ticketing system Java APIs to gather misroute information for management review. The automated process significantly reduced the amount of time to gather the needed information from 3 minutes per ticket to 30 seconds. At approximately 3 minutes \* 10 misroutes a week \* 52 weeks \* 8 team members this equates 12480 minutes or 208 saved man hours per year
- Mentored college co-ops and new hires with IBM procedures, processes and technical training, converting them into enterprise level support engineers
- Alpha tester evaluated and recommended features for the IBM Client Solution Workbench a Notes plugin interface for IBM's internal ticketing system

### EDUCATION

**The University of Texas at San Antonio**  
**Bachelors of Science, Computer Science**  
**Minors of Science, Mathematics**

Cum Laude May 2007

### AWARDS & DIGITAL CERTIFICATIONS

**Eminence & Excellence Award** - 2014 for demonstrating the practice of putting customers first

**All Star Award Manager's Choice** - 2014 for transforming beeper tracking database for world wide 24x7 coverage

**Client Success and Support: Professional** - IBM 2018

**Digital Experience Content Support Explorer** - IBM 2017

**SaaS Essentials for Technical Sales** - IBM 2018