JEANNE M. GASKILL

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Clarity / CA PPM Technical Consultant

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Solution-focused technical consultant known for **developing and executing integrations data migration, and test scripts, as well as creating XOG integrations between CA PPM and third-party applications**. Passion for providing excellent customer service and clearly defining customer technical problems and business impact to prioritize action plans for timely resolution and achieve high degree of customer satisfaction. Recognized as "go-to" technical professional for installing, configuring, and customizing CA PPM on Windows and Unix. Handle technically difficult cases, as well as intermittent and politically sensitive issues. Contribute well-written knowledge-based articles targeted to correct audience, providing complete and clear answers on product communities, and precise defect descriptions and STRs.

Network/Webserver Troubleshooting | CA PPM Database Schema | CA PPM XOG | NSQL | WSDL/Gel/Jelly Script Troubleshooting | Firewall/Proxy/Load-Balancer Issues | SaaS Integration | Integration Troubleshooting | Support via Product Communities | SSL Setup/Troubleshooting | Troubleshooting using SQL | Partitions | Requirements Gathering | Portfolio Management | MSP Integration | Documentation Review | Customer Technical Support | Work-around Solutions | Writing Skills | Root Cause Analysis | Performance Troubleshooting | Escalation Handling | Training Development | Open Workbench Integration | Time Slices | Portlets and Portlet Pages | Data Modeling

NETWORKING:	Apache Tomcat, SSL configuration, SSO integration, SaaS/Cloud integration, LDAP integration, Firewall/Proxy Servers, IIS and Apache Web Servers, Load Balancers, HTTP(S) Traces (Fiddler, etc.)
SOFTWARE:	CA Clarity PPM Studio, Oracle, MSSQL, MySQL, Jira, Rally, Vantive, Salesforce, Wolken, Microsoft Office
SYSTEMS:	Windows Server, Red Hat Linux, MS-DOS, SaaS/Cloud
PROTOCOLS:	TCP/IP, HTTP/HTTPS, SSL, SFTP/FTP, LDAP/LDAPS
SCRIPTING:	XML/XSD, WSDL, Gel/Jelly, Java, HTML, CSS

▬ PROFESSIONAL EXPERIENCE ▬

UNEMPLOYED	APRIL 2020-PRESENT

Working on updating my coding skills. I reviewed HTML and CSS and have been working on teaching myself Javascript and Python/Flask.

WINMILL SOFTWARE – NEW YORK, NY	SEPTEMBER 2019-MARCH 2020

CLARITY / CA PPM TECHNICAL CONSULTANT

Assist with design and functional implementation of CA's Clarity platform in high-visibility role. Design and implement CA PPM integrations with SAP, financial systems and other enterprise applications using XOG, SQL, and GEL scripting. Develop solution, provide guidance to client, and support solution implementation and maintenance. Configure and customize objects per customer specifications and write documentation for customizations.

- Clients served: NASA, Cirrus Logic, Olin, Avangrid, The Clearing House.
- Perform Clarity PPM issue troubleshooting and integrations with applications outside PPM via phone and webshare.
- Developed/corrected NSQL for portlets and lookups.
- Developed Jaspersoft reports via Jaspersoft Studio.
- Developed training materials and trained end-users on use of MSP Connector with MSP.
- Provide report development, Gel Scripting, testing, and deployment, as well as training and documentation.

CA TECHNOLOGIES – PLANO, TX	JANUARY 2005-JULY 2019

SENIOR TECHNICAL SUPPORT ENGINEER

Provided primary support on product configuration and use / technical support via direct customer contact for Clarity Project and Portfolio Management product (CA Clarity PPM). Took ownership of complex and highly escalated technical

Professional Experience (Continued)

issues. Determined issue root causes and advised on solutions/problem prevention. Analyzed customer logs and diverse customer environmental data to troubleshoot product problems, firewall, load-balancer and web-server issues. Configured test system to recreate customer issues and document/recreate defects. Queried Oracle and MSSQL databases to verify data.

Troubleshot Gel/Jelly scripting and WSDL errors, as well as XML files and errors when exporting and importing data between two Clarity systems or Clarity and another software. Troubleshot integrations with other products/customizations (SaaS Portal, LDAP, SSL, SSO, data transfer and communication problems, security issues). Evaluated errors found in multiple log files. Verified, reported, and documented software defects. Provided support via CA Communities website.

- **Requested by company to relocate from California to Texas to solidify new junior team and strengthen their technical and practical knowledge in PPM space**. Played key role in Plano becoming world's largest support center for Clarity product, with its group boasting the strongest product knowledge.
- **Served as subject matter expert (SME) in multiple subject areas**, including workflows, SSL / SSO / LDAP integrations, multicast problems, performance issues (JVM, query), XOG / xml, and integrations with both other CA products and third party products.
- **Selected to handle cases escalated due to political sensitivity, technical difficulty, or irate customers**.
- **Troubleshot problems between SaaS Portal and Clarity**. Frequently consulted as go-to technician for problems between these products.
- **Recreated customer environments on virtualized servers and local systems**. Restored customer dataset (Oracle and MSSQL) to troubleshoot problems and recreate issues not reproducible on generic systems.
- **Developed diagnostic database queries** to investigate unexpected results/data problems and provided fixes, workarounds, or queries to fix data.
- **Developed and presented multiple trainings of up to 4 hours in multiple areas** for other product support personnel. Provided hands-on training sessions, highly popular with other techs.
- **Created knowledge-based articles on both basic and complex subjects** that target appropriate audience.

SMARTFORCE, INC. – REDWOOD CITY, CA   OCTOBER 1998-JANUARY 2003

SENIOR TECHNICAL SUPPORT SPECIALIST

Supported entire SmartForce product line via phone and email, including web and LAN-based deployment systems installation, client-level installation, and hosted web environments, in Windows, Mac, and UNIX environments. Counseled customers on installation, configuration, firewall / system requirements, web server setup and authorization (NTFS), browser setup, player (Java, SmartForce, and HTML) issues, printing problems, and error messages. Provided third-level escalation support for calls involving complex technical difficulty and irate clients. Trained new recruits and updated senior technicians' skill sets.

- **Provided technical training** for other techs / services personnel on My SmartForce, CBTLive, SmartForce Player, SmartForce LAN-based products, and Integrating SmartForce Courseware with third-party LMSs.
- **Performed latency studies** using tracerts and other tools to determine problem sources and effect solutions.
- **Resolved server communications errors**; troubleshot firewall / proxy server / content filter errors, analyzed traces from clients using Sniffer Pro and other network analysis products, and interfaced extensively with Development team.
- **Reduced escalation frequency** by creating first-level support guidelines, FAQs, and knowledgebase.

━━ EDUCATION & CERTIFICATIONS ━━

B.A., Mathematics (Minor: Physics)
San Jose State University – San Jose, CA

Microsoft Certified Database Administrator (MCDBA) | Microsoft Certified Systems Engineer (MCSE)
Cisco Certified Network Administrator (CCNA) | Certified Java Programmer | Certified Java GUI/Swing Programmer
Certified Web Developer | Certified Professional JSP Developer

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