**Bisong Tangban**  
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**Summary**

IS/IT professional with over 8 years of experience in areas including: ERP systems, IT Managed Services, Accounting, tourism, production and customer service sectors. A great communicator who takes pride in finding the right solutions for difficult problems by proposing designs that are fit for purpose in both waterfall and Agile environments. Highly skilled and detail-oriented Business Analyst with 4 years of experience in analysing complex business processes, identifying areas for improvement, and implementing effective solutions. Seeking a challenging position in a dynamic organisation where I can leverage my analytical skills, logical, strategic and systems thinking skills, and strong business acumen to drive operational efficiency and contribute to business growth.

**Skills**

**Requirement Engineering and Analysis Techniques**

Interviews, Brainstorming, Walkthroughs, Observation, Business Rule Analysis, User Stories, Prototyping, Use Cases, Business Process Modelling and improvement (As-Is and To-Be), Data analysis and Modelling, UML, BPMN, Requirements documentation, System Analysis and design, Database design: Conceptual, Logical and physical, Table Normalisation, database querying and administration, Data visualisation and reporting, strong problem-solving and critical thinking

**Technical Tools and Applications**

SQL, SSRS, Microsoft SQL Server, Data mapping

SharePoint, Microsoft suites (Excel, Power Point, Outlook, O365, Project and Project Web App), ServiceNow, Salesforce and Tableau, Jira, Confluence.

**Task Management and Defect tracking**JIRA,

**Professional**

Software andUser Acceptability Testing,Stakeholder management and communication, written and verbal communication,Usertraining, Project management, Agile and Scrum methodologies

**Continuous Training and Development**

Requirements Engineering, Business Analysis (CBAP), Certified Agile Scrum Master (ASM), Data and Business Analytics, JavaScript, C#, HTML, CSS and software Programming, OO programming, learning how to learn, Application Programming Interfaces (APIs)

**Education**

**Master Program in IT**

SimpliLearn Online – 2023-current

Cloud Computing, Devops, Project Management, AI & Machine Learning, Big Data, Data science and Business Analytics. Business & Leadership

**Master Program in Business Analysis** SimpliLearn Online – 2020-2021

**Introduction to Financial Accounting**

Coursera – March 2020

**Masters of Information Systems**

Central Queensland University - 2012-2014

**Certification**

**Certification of Capability in Business Analysis (CCBA) –** International Institute of Business Analysis (IIBA) – Feb 2021

**ITILv4 Foundation Cert in ITSM**

AXELOS GLOBAL BEST PRACTICE– Sept 2019

**Experience**

**ERP Business Analyst and Support – Certinia - *formally* FinancialForce , Remote -** April 2021 – Present  
**Responsibilities:**

* Conducting thorough analysis of existing business processes and identified opportunities for improvement
* Collaborating with stakeholders from various departments to gather requirements, documented business needs, and translated them into functional specifications
* Developing and executing test plans, coordinated user acceptance testing, and facilitated smooth implementation of system enhancements.
* Creating comprehensive reports and data visualizations and dashboards, to effectively communicate findings and insights to key stakeholders, facilitating data-driven decision-making.
* Collaborating with cross-functional teams to develop and implement process improvements, resulting in a 20% reduction in customer complaints.
* Assisting in the training and onboarding of new team members, providing guidance on business analysis best practices and tools.
* Debugging and logs review while performing root cause analysis
* ERP Application support, and problem resolution for customers Financial, project management, Supply chain management, Billing and reporting and analytics integrated system.
* Querying database with SOQL\SQL to extract useful data\information for troubleshooting and fixing technical issues
* Salesforce System Administration, configuration and setup, ensuring record and application security
* Interface analysis of integrated systems to build better understanding of data flow and data endpoints
* Workflow analysis and development, for automating professional services

**Financial and Reporting system Support Specialist – Fathom Software, Brisbane -** January 2020 – April 2021  
**Responsibilities:**

* Understanding user reporting requirements and proffering solutions that meet user needs
* Interface analysis of integrating systems to build better understanding of data flow and data endpoints
* Fulfilment of Service Request, triaging and resolving incidents and escalation of system bugs/defects to development team and working with development team to fix and test fixes
* Tracking and writing JIRA tickets for software bugs and exceptions
* Customer requirements gathering for future product development and enhancements
* Business, functional and non-functional requirement gathering for system improvements
* Onboarding and technical training of new team members, on systems and providing guidance on analysis best practices and tools.
* Liaising with team members to discover system limitations and proffer improvements and workarounds
* Engaging with SMEs and Product Managers to gain of Understanding of current system/product/process
* Performed gap analysis (Business rules Vs System rules/behaviour) to aid in narrowing down to the root cause of issues
* Financial Application support, and problem resolution for customers

**System Administrator and Support Analyst – MojoSoup, Brisbane -** January – August 2019  
**Responsibilities:**

* Conducted detailed data analysis to identify trends, patterns, and anomalies, providing valuable insights for strategic decision-making.
* Worked closely with business users to gather requirements and translate them into functional specifications, ensuring alignment between business needs and technology solutions.
* Assisted in the development and implementation of new systems and processes
* Conducted user acceptance testing and provided training to end-users to ensure successful adoption of new systems.
* Collaborated with cross-functional teams to streamline business processes, resulting
* Prepared and delivered presentations to senior management, communicating complex concepts and recommendations in a clear and concise manner.
* Provided 1st and 2nd level Application support, and problem resolution for customers
* Fulfilment of Service Request, triaging and resolving incidents and escalation of system bugs/defects to development team and working with development team to fix and test system bugs/defects
* Installation and modification of software, hardware modification and repair, and resolution of technical issues
* Configuration of SharePoint Online and Microsoft Project server to meet customer requirements
* Assisted in the development test cases and testing of financial system, as well as configuration and documentation of system
* Administration of IT support system including on-boarding of new users and organisations
* Extraction and generation of monthly support report and communication to customers
* Onboarding and technical training of new team members, on systems and providing guidance on analysis best practices and tools.
* Development and publishing of Knowledge base articles, videos and knowledge base management

**Technology Officer – Ipswich Hospital, Ipswich -** September – November 2018  
**Responsibilities:**

* Installation, maintenance and support of non-enterprise hardware and computer systems in both standalone and networked environments
* Troubleshooting non-enterprise hardware and software
* Software installation and configuration with respect to system and user requirements
* Installation of windows 10 Operating System and End User Workstation build
* Supporting windows 7/8/10, office 2003/2010/365
* Creation and Documentation of workstation build processes and workflows
* Creation of user manuals and quick reference guide for new systems
* Requirements gathering for the installation of new systems and replacement of old systems
* Development of technical support manual for BAU Support of new systems
* Identification of system issues and proffering workarounds or resolution

**ICT Analyst - Public Safety Business Agency, Brisbane -** January – July 2018  
**Responsibilities:**

* Application and customer support for Queensland Police Service (QPS), Queensland Ambulance Service (QAS), Public Safety Business Agency (PSBA) and Queensland Fire Emergency Services (QFES) systems
* Providing 1st and 2nd level support to staff members of the QPS, QAS, PSBA and QFES
* Troubleshooting user login issues and resetting password if necessary
* Incident Management and Request Fulfilment support as per documented procedures
* Escalation and monitoring of major service issues to resolution
* Creating new user account as well as account administration with Active directory
* Remote Assistance to help resolve PC and Application issues
* Investigation and resolution of network related problems
* Incidents and requests handling following agreed procedures with BOSS IT Service Delivery tool
* Responding to common requests for support by providing information to enable problem resolution and promptly allocating unresolved calls as appropriate with Service Delivery tool - vFire
* Maintaining records and advising relevant persons of actions taken
* Development/modification of the Knowledge Base for resolution of issues
* Remote Software Deployment to users PC with SCCM or from vendor websites

**Application Support Officer - Department of Environment and Heritage Protection (EHP), Brisbane – Government -** March 2017 – January 2018

**Responsibilities:**

* Support for web-based Record Management application (CONNECT) to enhance teaching and learning efforts
* Providing feedback and suggestions for continuous system and process improvement
* System performance reporting to management
* Data cleansing and entry to system
* Corporate presentations to senior management and stakeholders
* User Acceptance Testing (UAT) of Record Management System (CONNECT)
* Assisted onboarding and technical training of new team members, on systems and providing guidance on analysis best practices and tools.

**Programmer & Application Support Consultant - Davis.Software, Brisbane -** January – August 2017

**Responsibilities:** *Contract position***:** *Worked in a small team. Customised web based applications and contributed to continuous improvement to system and processes***.**

* Supported web-based Applications
* Provided feedback and suggestions for continuous system and process improvement and Reporting to management
* Customised Applications to meet clients requirements using javaScript

**Referees**

Available on request.