**Paul Bisong Tangban**  
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IS and IT professional with experience in Enterprise Resource Planning systems, IT Managed Services, Accounting, tourism, production and customer service sectors. Possessing a background in devising solutions and providing support for improved business efficiency and tailored client-facing services. A great communicator who takes pride in finding the right solutions for difficult problems as well as paying attention to detail; ensuring that key performance Indicators (KPIs) are met without compromising company safety or standardised working requirements. Possessing the ability to plan, organise and implement technical projects and also skilled at identifying opportunities, developing creative solutions that meet demands and provide expected outcomes that improve productivity and performance.

**Skills**

**Support**

Mobile Device, LAN expertise, PC hardware and Windows OS, vast Technical knowledge

**Requirement Gathering and Analysis Techniques**

Interviews, Brainstorming, Walkthroughs, Observation, Business Rule Analysis, User Stories, Prototyping, Use Case, Process Modelling (As-Is and To-Be), Data Modelling, UML, System Analysis and Design

**Technology**

HTML, CSS, SQL, SSRS, Microsoft SQL Server

**Applications**

SharePoint Administration, Microsoft suites (Excel, Power Point, Outlook, O365, Project and Project Web App), Active Directory, Exchange Server, vFire, SCCM, Windows Remote Assistance, ServiceNow and Zendesk, and Salesforce administration

**Professional**

Customer service,incident prioritising and Handling, Telephony support**,** Software testing andUAT,written and verbal communication,Usertraining and support, ITILv4, Research, Agile, Waterfall and prototyping methodologies

**Training and Development**

Certified Business Analysis Professional (CBAP), Certification of Capability in Business Analysis (CCBA) certified Agile Scrum Master (ASM), Business Analytics, SQL, JavaScript, C#,

**Employment History**

**Enterprise Resource Planning Application Support Analyst – FinancialForce , Brisbane**

April 2021 – Present  
**Responsibilities:** *Providing first and second level application support for Enterprise Resource Planning System and reporting system: Working with team members to improve support processes and articles as well as identifying areas for improvement using ITIL principles and guidelines*

* Customer requirements gathering for future product development and enhancements
* Providing 1st and 2nd level ERP Application support, and problem resolution for customers for an all integrated CRM, Financial, project management, Supply chain management and reporting and analytics system.
* 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 and product teams
* Customer requirements gathering to enhance understanding of issue and providing resolution, functional and non-functional requirement gathering for system improvements
* Primary point of contact and responding to support needs of customers
* Training new members of staff on use of software system
* Liaising with team members to discover system limitations and proffer improvements and workarounds
* Querying database with SOQL\SQL to extract useful data/information and troubleshooting issues
* Salesforce CRM System Administration
* Usage and supporting of Integrated Project Management System and Processes, Workflows and rules
* Good working Knowledge and understanding of software development process, using both Agile and traditional methodologies
* Translation of Business requirements into technical Specifications
* Understanding user reporting requirements, and creation of reports and dashboards
* Engaging with SMEs and Product Managers to gain of Understanding of current system/product/process
* Performing gap analysis (Business rules Vs System rules/behaviour) to aid in narrowing down to the root cause of issues
* Capturing and reviewing Debug logs while performing root cause analysis

**Financial and Reporting system Support Specialist – Fathom Software, Brisbane**

January 2020 – April 2021  
**Responsibilities:** *Providing first and second level customer support for Financial accounting reporting software: Working with team members to improve support processes and articles as well as identifying areas for improvement using ITIL principles and guidelines*

* Providing 1st and 2nd level Financial Application support, and problem resolution for customers
* Understanding user reporting requirements and proffering solutions that meet 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 system bugs/defects
* 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
* Primary point of contact and responding to support needs of customers
* Training new members of staff on use of software system
* Liaising with team members to discover system limitations and proffer improvements and workarounds

**System Administrator and Support Analyst – MojoSoup, Brisbane**

January – August 2019  
**Responsibilities:** *Contract position providing first and second level support as well as Worked in a small team of specialised consultants tasked with: the development of financial forecasting and management system, project server configuration and management, enterprise SharePoint site development; Systems configuration and administration, Power BI integration and data visualisation and reporting.*

* Provided 1st and 2nd level Application and IT 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
* Transformation of user requirements to system functions
* Configuration of SharePoint Online and Microsoft Project server to meet customer requirements
* Participation in the development of test cases for financial system testing
* Financial system testing, configuration and documentation
* Business, functional and non-functional requirement gathering for system development
* Administration of IT support system including on-boarding of new users and organisations
* Extraction and generation of monthly support report and communication to customers
* Primary point of contact, managing call flow, and responded to technical support needs of customers
* Trained members of staff on use of Support system
* Development and publishing of Knowledge base articles, videos and knowledge base management
* Liaised with fellow team members to discover system limitations and proffered improvements

**December 2018** – Holiday to visit family

**Technology Officer – Ipswich Hospital, Ipswich**

September – November 2018  
**Responsibilities:** *Contract position:**Worked in a small team on the Integrated Electronic Medical Record (ieMR) System. The project will digitalise the current processes at the hospital thus replacing the current analogue and paper based system.*

* 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:** *Contract position:**Worked in a team of about 20 people;**providing support for systems, applications and processes remotely and locally.*

* 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:** *Contract position: Worked in a small team. Provided System support, improvements and training to users.*

* 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)
* Providing technical training to users on new system

**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

**Administration Volunteer - Multicap Disability Services & Care Organisation, Brisbane.**

May – November 2016

**Responsibilities:** *Giving back to the community.*Administrative assistance and Data entry

**Application Support & Dispatch coordination - Medication Packaging System (MPS), Brisbane**

December 2015 – March 2016

**Responsibilities:** *Contract position*:*Worked in a team of about 20 people. Provided system support and user training.*

* Feedback and suggestions for continuous improvements of Medication Management System (MMS) and processes
* Provided 1st and 2nd level support to members of staff
* Data entry and barcode inventory system scanning into MMS database for registration
* Production of required system performance documentation with high degree of accuracy
* Performed preventive maintenance; including checking and cleaning of workstations, printers and peripherals
* Software installations and updates In accordance with company policy
* Liaised with fellow team members to discover system limitations and proffered improvements
* Training of staff members on use of MMS

**Education and Certification**

**Masters of Computer Science with Big Data**

**Analytics -** North Wales Management School

Wrexham Glyndwr University

2022-2024

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

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

**Introduction to Financial Accounting** Coursera – March 2020

**ITILv4 Foundation Cert in ITSM**

AXELOS GLOBAL BEST PRACTICE– Sept 2019

**Masters of Information Systems**

Central Queensland University  
2012-2014

**Bachelor of Environmental Technology**

Federal University of Technology   
2002-2007

**Referees**

Available on request.