**Paul Bisong Tangban**  
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IT professional with experience in IT Managed Services, tourism, education, 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 Indexes (KPIs) are met without compromising company safety or standardised working requirements. Possessing the ability to plan, organise and lead technical projects/teams and also skilled at identifying opportunities, defining challenges, and developing creative solutions that will improve productivity and performance.

**Skills**

**Technology**

JavaScript, C#, HTML, CSS, SQL, SSRS

**Applications**

SharePoint Administration, Microsoft suites (Excel, Power Point, Outlook, Office 365, MS Project and Project Web App), ServiceNow and Zendesk administration

**Professional**

Customer service, relationship building**,** incidents prioritising and Handling, Telephony support**,** Software testing andUAT,written and verbal communication,Usertraining and support, ITILv4, Research, Analysis, presentation

**Training and Development**

Requirements gathering, Users stories for agile development, Writing Effective Use Cases, Unified Modelling Language (UML) JavaScript, Web Development

**Employment History**

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

January 2019 – August 2019  
**Responsibilities:** *Short term position* and *Worked in a small team of specialised consultants tasked with: the development of financial forecasting systems, project server configuration and management, enterprise SharePoint site development; configuration and administration, Power BI integration and data visualisation and reporting.*

* Business, functional and non-functional requirement gathering for system development
* Transformation of user requirements to system function in SharePoint
* Development of SharePoint workflows using SharePoint designer 2013 and Microsoft flow
* SharePoint custom fields and Content type creation and management
* Functional Configuration of SharePoint Online, Microsoft Project server and Dynamics365
* Development of test cases for financial system testing
* Financial system testing and configuration specification development
* Analysis and redesign of ticketing system (Zendesk) using HTML, CSS and JavaScript; automation of system processes to improve user experience.
* Providing 1st and 2nd level support to customers through Service Request fulfilment, triaging and resolving incidents and escalation of system bugs/defects to development team.
* Working with development team to fix and test system bugs/defects
* Administration of ticketing system including on-boarding of new users and organisations
* 1st and 2nd level support for email and document management system
* Monthly support report generation and communication to customers
* End-to-end support process documentation and improvement
* Development and publishing of Knowledge base articles, videos and knowledge base management

**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 Operation 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 2018 – 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 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 - BOSS
* 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*: 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**

March – August 2017

**Responsibilities:** *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
* 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
* Data entry

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

December 2015 – March 2016

**Responsibilities:** Contract:*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

**IT & Web Development - Surge Media, Brisbane**

September – December 2015

**Responsibilities:** *Worked in a small team. This was an opportunity to improve upon my skills in requirement gathering for website and software development.*

* Information gathering for the development of functional websites
* Compilation of snippets library for development
* Demonstrate strong interpersonal skills, including the ability to liaise effectively with fellow team members to anticipate technical limitations and faults and effect smooth system Deployments
* Development with CSS, HTML, BOOTSTRAP and PHP.
* Liaised with clients to gather information for system development

**Data & Systems Analyst - Queensland Tourism Industry Council (QTIC), Brisbane**

April – August 2015

**Responsibilities:** *Involved in information system improvement; data and information gathering, research, analysis and presentation thus enhancing decision making by management.*

* Data gathering for redesign of organisational software system
* Scoping and analysis of current Information systems
* Demonstrate strong interpersonal skills, including the ability to liaise effectively with fellow team members to anticipate technical limitations and faults and effect smooth system utilisation
* Assessing proposals for city and regional development projects to determine suitability for funding
* Provided written reports and product presentations to clients to explain system solutions and potential business impacts
* Researched, sourced, and analysed data, presented and interpreted survey data
* Provided feedback and suggestion for continuous improvement activities

**Education and Certification**

**ITILv4 Foundation Cert in ITSM**

AXELOS GLOBAL BEST PRACTICE– Sept 2019

**Software Development**

TAFE Loganlea campus

2016-2017

**Masters of Information Systems**

Central Queensland University  
2012-2014

**Bachelor of Environmental Technology**

Federal University of Technology   
2002-2007

**Referees**

Available on request.