

ADAM HENSHALL-JONES

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SUMMARY

Senior Application Support Engineer and Team Lead with extensive experience supporting and leading business-critical applications across SaaS and enterprise environments. Strong in SQL, Azure databases, automation, and 3rd-line support, with a proven ability to lead implementations, improve processes, and deliver reliable, customer-focused solutions.

I bring an organised, adaptable mindset, combining technical expertise with a growing focus on application management and database or application development.

SKILLS

Process Operations - Control Room Operations - Administration - Laboratory Testing - Prep/Planning - Processing - Quality Assessing - Word/Excel
Problem Solving - Bug Investigation - SQL - HTML/CSS - Databases - Sybase - Oracle - Jira - Citrix - Crystal Reports - Oneserve - COINs - PeopleHR
Power Automate/Apps - JavaScript - JSON - Azure - Slack - Testmo

EXPERIENCE

Novus Property Solutions - IT Applications Support Team Lead

12/2025 to Present

Novus Property Solutions - Senior Application Support Engineer

01/2025 to 12/2025

--Maintaining the functionality of main systems used, Oneserve, COINs, E20, Goldvision, Localz, PeopleHR, Expenses system, Forum and SharePoint, Onetrace, Procure.

-Leading on projects for new implementations.

-Distributing and managing our ticketing system.

-Creating good relationships with administration staff as well as operatives out on site.

-Building automations through the power platform utilising power automate and power apps.

Dayshape - Application Support Engineer

05/2024 to 12/2024

-Supporting Dayshapes resource management software at a 3rd line level.

-Creating and maintaining relevant documentation for customer facing and administrative use,

-Troubleshooting and replicating bugs for further escalation to engineering via Jira.

-Understanding and adjusting workflows, conditions and actions written in JavaScript.

-Writing and running SQL queries on the clients Azure DB and/or via remote desktop for clients self-hosted.

-Testing new features and updates via Testmo.

Freelance - Application Software Support Professional

08/2023 to 05/2024

-Freelancing as an international application support professional helping software companies in China provide the best support to their international customers.

-Managing ticketing system for all international enquiries within specific SLA's.

-Ensuring positivity is achieved through excellent communication with users through live chat, instant messaging, email and telephone.

-Advising where necessary improvements to the service and software using Jira for software related and communication with management for service improvements.

-Bug investigation and confirmation.

-New feature testing.

Self-Employed - English Second Language Teacher

02/2023 to 12/2023

-Teaching English Language to Chinese children and adults from my home to our community.

-Focusing on speaking and fluency to bring this up to the same standard as students reading and writing.

NOVUS Property Solutions Ltd - Application Support Engineer

05/2022 to 02/2023

-Maintaining and managing tickets in our main IT HelpDesk and Zendesk

-Maintaining applications used within the construction industry, Oneserve/COINs/CVR/PTX/E20.

-Assisting with any technical issues relating to PeopleHR.

-Building and importing data loaders for new clients and contracts.

-Maintaining training documentation and improving repetitive processes with Power Automate.

-Assisting with the integration and testing of new projects.

ZE PowerGroup / ZE UK - Application Support Analyst II

12/2022 to 05/2022

-Supporting customers using their ZEMA market data management solution software.

-Using ticket management software Ivanti to assess and analyze incidents of a critical/high/medium priority.

-Accessing data via Oracle SQL Developer to check for accuracy, completeness followed by raising further data related issues on JIRA for development.

-Using Filezilla to connect to FTPs and download source data for import and/or forwarding the customers.

Servelec – Application Support Analyst

12/2018 to 12/2021

-Starting as a Trainee within a software company providing support to their customers.

-Providing support to customers for a range of web and Delphi applications hosted through Citrix.

-Analyzing customer issues and providing a timely and understandable answer, whilst also organizing a caseload of work.

-Compiling notifications to inform customers of any updates/issues.

-Using my knowledge of SQL to generate suitable scripts for querying customers' databases to amend/pull relevant data.

-Creating reports through Crystal Reports.

-Assisting our Implementations team with database decommission and upgrades.

Online ESL Teacher**10/2017 to 03/2018**

- Working teaching students online as part time work, 7-10 hours a week with students aged 18-35 studying for IELTS exams.
- Research and plan lesson material specific for the students' level and required advancement.

New Dynamic Institute - ESL Teacher – Hefei, Anhui Province, China.**06/2015 to 08/2017**

- Teaching for a private language school in China teaching English as a foreign language to children and adults.

The Claims Guys - Claims Processor**12/2011 to 01/2015 & 03/2018 to 12/2018**

- Working for a PPI compensation company that claims back mis-sold payment protection insurance sold by banks on loans, mortgages and credit cards.
- I began in Admin, quickly promoted to work in processing claims, Pre-checking, Chasing and finally working in the Financial Ombudsman department.
- These jobs involved basic admin work to begin with then checking over cases, data input, chasing information and building strong cases for the Financial Ombudsman Service to review.
- Communicate via email and letter with the Financial Ombudsman Service, submit detailed cases for review and occasional quality checking.

Cargill Ltd - Process Operator**06/2007 to 09/2011**

- Working in the industry of 'Food Stuffs' processing wheat into gluten powder, starch for refining into glucose and bran for pelletizing..
- Over the 4 years I received my NVQ L2/L3 in 'Chemical, Pharmaceutical & Petro-Chemical Operations' and a City & Guilds in 'Chemical Processing'.
- To begin with I worked in a 'Wheat Plant' (milling/wet separation/fermentation/drying/pelletizing) and then promoted to the 'Refinery' where I was required to do many roles from manual to technical, including digging, cleaning and maintaining machinery, basic spanner work, simple maintenance jobs and some lab work (sampling for PH/%DS/DE/Starch pos-neg.)
- Health & Safety played a big part working in a factory environment which can be dangerous/hazardous.

EDUCATION**Qualifi****- Level 5 Diploma in Information Technology****Dec 2023****This course consisted of 10 exams and 6 assignments.****EXAMS**

- Computing Research Methods
- Cyber Security
- Database Design and Development
- Ethical, Legal and Regulatory Issues
- Innovative Technologies in Computing
- Management Information Systems
- Managing a Computer Project
- Network Design
- Software Development Methodologies
- Web Based Development

ASSIGNMENTS

- Technopreneurship
- Network Security
- C#.NET Programming
- System Administration
- Network Routing and Switching
- Web Design

- Level 4 Diploma in Information Technology**Sep 2023****This course consisted of 10 exams and 6 assignments.****EXAMS**

- Computer Programming
- Computer Systems and Software
- E-Commerce Applications
- Human Computer Interaction
- Information Systems Theory and Practice
- IT and Society
- Management Information Systems
- Relational Database Systems
- Software Engineering
- Systems Analysis and Design

ASSIGNMENTS

- Information Technology and IT Ethics
- Mathematics and Statistics for IT
- PC Maintenance and Operating Systems
- Computer Graphics Editing and Database Concepts
- Logical IT Networking
- Web Design

Oplex – Online**CPD Accredited Level 2 in Veterinary Support Assistance****Dec 2017****TEFL 247 – Online****TEFL English Language 140****Jan 2014****Trafford College****City & Guilds in Process Technology (Chemical Processing)****Jun 2011****NVQ Level 3 in Chemical, Pharmaceutical & Petro-chemical Operations****Jun 2009****BTEC National Diploma Level 2 - I.T. Practitioners and Graphics & Multimedia****Jul 2005****SCHOOL HISTORY****Ashton on Mersey Secondary School - Passed all relevant GCSE exams - Grade C****Jul 2003**

CERTIFICATIONS/LICENCES

<u>SoloLearn</u>	<u>W3Schools</u>	<u>HackerRank</u>	<u>IBM</u>
<ul style="list-style-type: none">• Data Programming• Introduction to SQL• SQL Intermediate• JavaScript• Kotlin• SQL• HTML	<ul style="list-style-type: none">• Java• Excel• Kotlin• SQL	<ul style="list-style-type: none">• Problem Solving• Python• SQL	<ul style="list-style-type: none">• Big Data 101• Getting started with MySQL Command Line• SQL and Relational Databases 101

- Standard Driving Licence for Manual & Automatic vehicles.
- TEFL (Teaching English as a Foreign Language) teaching certificate.
- Fire Safety, Theory of Fire and Use of Extinguishers.

INTERESTS

DIY / Homecare, Gardening/Veg Growing, Language (Mandarin Chinese), Foreign Culture, Reading, Self- Development, Food, Cooking, Movies/TV Series, Picture/Video Editing.

LINKS

Linktree - <http://www.linktr.ee/dubdor>