

SUMMARY

Hard-working Application Support Engineer, with a background in Claims Processing, Process Engineering and ESL Teaching. I strive for a professional and progressive working environment which challenges me mentally. I'm a patient and quick learner, with strong IT knowledge and software troubleshooting including SQL. I always maintain an organized and adaptable ability at all times, to make use of all my skills, with the hope of moving into Database/Application Development.

SKILLS

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

EXPERIENCE

Freelance - Application Software Support Professional

08/2023 to Present

- 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.
- Planning personalized lessons for each student to fully embrace the students interests and maintain an interactive and enjoyable lesson.
- Providing feedback to parents and students of progression and areas of development to focus on.
- Researching class material, language enhancement techniques and games as well as keeping up to date for exam preparation.

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.
- Teaching children and adults, ages 10-55 years old, from basic English to advanced business English and IELTS preparation.
- I was required to prepare and present classes, follow a curriculum, attend meetings, review and adjust class materials, offer advice for improvement and occasional public speaking for marketing purposes.

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.
- I was also required to 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>