ADAM HENSHALL-JONES
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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 - HTML/CSS - Databases - Sybase - Oracle - Jira - Citrix - Crystal Reports - Oneserve - COINs - PeopleHR
Power Automate - JavaScript - JSON - Azure - Slack - Testmo

EXPERIENCE

Dayshape - Application Support Engineer   **05/2024 to Present**
-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	ASSIGNMENTS
-Computing Research Methods	-Technopreneurship
-Cyber Security	-Network Security
-Database Design and Development	-C#.NET Programming
-Ethical, Legal and Regulatory Issues	-System Administration
-Innovative Technologies in Computing	-Network Routing and Switching
-Management Information Systems	-Web Design
-Managing a Computer Project	
-Network Design	
-Software Development Methodologies	
-Web Based Development	

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

EXAMS	ASSIGNMENTS
-Computer Programming	-Information Technology and IT Ethics
-Computer Systems and Software	-Mathematics and Statistics for IT
-E-Commerce Applications	-PC Maintenance and Operating Systems
-Human Computer Interaction	-Computer Graphics Editing and Database Concepts
-Information Systems Theory and Practice	-Logical IT Networking
-IT and Society	-Web Design
-Management Information Systems	
-Relational Database Systems	
-Software Engineering	
-Systems Analysis and 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

SoloLearn	W3Schools	HackerRank	IBM
● Data Programming ● Introduction to SQL ● SQL Intermediate ● JavaScript ● Kotlin ● SQL ● HTML	● Java ● Excel ● Kotlin ● SQL	● Problem Solving ● Python ● SQL	● 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