



Adept Consultant Profile

Trung Giang

Location: Adelaide

Role: Consultant

To engage Trung Giang, contact Adept's General Manager Jade Philippe

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Trung Giang

Profile

Trung has more than twenty years experience in the ICT Industry, supporting a wide range of software and cloud-web based products. A client focussed and versatile allrounder, Trung is an expert in application support and the management of a wide range of business software.

His background focusses primarily on UAT, MDM, user documentation, project support/administration and analytical reports. Trung is a member and certified professional with the Australian Computer Society (ACS) and thrives on using his extensive knowledge and industry experience to add value and play a pivotal role in a project team.

Significant Achievements

JCT Healthcare

At JCT, Trung worked with an R&D team to streamline the service desk workflow processes, successfully implementing JIRA and Zoho timesheet modules. He developed user manuals and training materials for nurse call system (Cloud Based and Mobile Apps) with limited training and tight timeframes, and successfully implemented mobile device management (MDM) for both android and iOS devices.

Uniting Communities

Trung provided exceptional applications support and customer service for Uniting Communities, managing administration and configuration of the core CRM. He developed UAT techniques for ongoing software releases and managed solid user documentation, and successfully handled both the implementation and user training for a Microsoft Office roll-out.

Technical Skills and expertise

- JIRA configuration and administration
- UAT (Accounting, CRM, Nurse Call, Service Desk & Cloud)
- End User and Project Delivery Documentation
- Microsoft Office, Windows OS, iOS, Adobe, Citrix, MVLSC
- Customer Service and Engagement with all levels of business
- Service Desk (ITIL), Applications Support, Project Delivery and Training
- Timesheet and Help Desk Reports (Excel, JIRA, Service Desk Plus, Zoho)
- Mobile Device Management (Manage Engine & Scafeusion)

Qualifications

Certified Professional

Australian Computer Society

Certified Technologist

Australian Computer Society

Certificate 4 in IT

Interim Technology Training Institute (Adelaide)

Diploma of Business Studies (Accounting)

TAFE SA

Career History

- **Adept Technology**
Executive Consultant
- **Eldercare**
IT Applications Support Analyst
- **JCT Healthcare**
Project Delivery and Support Analyst
- **Uniting Communities**
Applications Support and Reporting Officer

Trung Giang

Eldercare

Role: IT Applications Support Analyst

Activities:

- Administer new positional and organisational changes in Payroll and Rostering systems.
- User Acceptance Testing via software releases, SDLC (test environments).
- Engage with stakeholders and vendors on system issue resolution, upgrades, and enhancements.
- Managed user accounts and security in HR, Payroll, Rostering, Finance and JIRA (i.e., HRonBoard, Aurion, RITEQ/Dayforce, Epicor and JIRA).
- JIRA Service Desk for recording requests/incidents supporting all business applications.

JCT Healthcare

Role: Project Delivery and Support Analyst, Accounts Administrator

Activities:

- End user and client project documentation (R&D and Project Delivery).
- UAT via software releases, SDLC (test and live environments for mobile apps & cloud).
- Document software bugs, issues & enhancements (JIRA, Zephyr, Zoho).
- Produce weekly timesheet and service desk reports for management (JIRA Tempo, Zoho and Excel).
- Liaise and engage with all levels of business, (R&D developers, BA, managers & marketing)
- JIRA/Zoho Administration and MDM (Manage Engine & Scalefusion).
- Assist service desk, accounts payables/receivables and asset inventory processes (JIRA, Zoho, Xero).
- Inventory Control, Invoicing Purchases and Sales via DEAR Inventory system.

Uniting Communities

Role: Applications Support and Reporting Officer

Activities:

- User Acceptance Testing via software releases, SDLC (test environments).
- Engaged with software vendors, business analysts, project managers, and senior admin staff on system issue resolution, upgrades, maintenance, and enhancements.
- Managed user accounts and security in payroll and CRM package (CIM, Aurion, TCM).
- Managed Connecting Care Worker services, i.e., rostering between CRM and Mobile devices.
- Service Desk Plus for recording requests/incidents supporting CIM, TCM and Finance One.
- Produced regular helpdesk KPI reports for management (Service Desk Plus, Excel)
- Managed Software Licensing & Asset Inventory (Adobe, Excel, MVLSC, Service Desk Plus).
- General troubleshooting.

Cashflow Manager Pty Ltd

Role: Technical Support Officer/Software Tester

Activities:

- UAT (SDLC) agile, functional, performance & regression via software releases.
- Managed software register of bugs, issues, and enhancements.
- High quality IT, Accounting, Invoicing and Payroll support.
- Maintained solid user documentation & provided software training to new staff & external clients.
- Engagement with software developers, help desk team, senior managers, and external clients.