

Diana Dupree

PROFILE

Multidisciplinary IT/IS professional with strong inter-personal and team management skills, and a passion for making technology bring tangible business benefits. Specific experience includes project coordination, relationship management, HR, UAT and systems testing, and administration.

KEY SKILLS AND ACHEIVEMENTS

- 1st Class BSc (Hons) Degree gained 2009
- UAT & systems testing: planning, scripting, and defect management on varied platforms including website, payment system, email and print documentation
- Data analysis and reporting
- Business and systems analysis: requirements gathering, analysis, documentation, UAT and user training
- Project coordination: planning, development and release
- HR, recruitment and finance experience within varied businesses
- Relationship management: use of ITIL framework, creation and management of SLA's, service desk tool user and trainer, project proposal documentation and budgetary management
- Technical skills: HTML, JavaScript (basic), SAP user, MS SharePoint administrator, MS Office
- University gained competencies: Knowledge management, e-commerce, e-learning, systems analysis & design, application usability for desktop & web, basic programming

EMPLOYMENT HISTORY

- 2010 **Hays Contract Office Support, Suffolk**
(February) *Workforce Information Analyst, NHS, Suffolk*
(Mar to present) *Test Analyst, AXA Insurance, Ipswich*
- 2008 **Wärtsilä Propulsion UK Ltd., Havant, Hampshire**
(June to Sept) *Contract Business Analyst and Project Developer – Summer role whilst studying*
- 2007 **NATS Ltd, 4000 Parkway, Whiteley, Fareham, Hants**
(June to Sept) *Contract HR coordinator – Summer role whilst studying*
- Jul 2003 - **Southampton University, Highfield, Southampton, SO17 1BJ**
Sept 2006 *Temporary Administrator – Student Services (Jun 2006 – Sep 2006)*
Senior Academic Secretary – School of Psychology (Jul 2003 – May 2006)
Undertaken whilst preparing for full time study and completing a foundation degree.
- May 1997 - **Financial Times / FT.com, Southwark, London**
Mar 2003 *IT Service Manager – Financial Times Group (Sep 2002-Mar 2003)*
 - Relationship manager for the IT Operations unit and 3 major internal customers using ITIL framework.
 - Completion and management of small assets budget for each customer unit.
 - Creation of project proposal documentation and related budget requirements.
 - Creation and management of Service Level Agreements (SLA's).
 - Improvement of customer perception of the IT function.
 - Service Helpdesk tool user (Remedy) and trainer within Service Management team.
Website Manager – FT.com (Jan 2001-Sep 2002)
 - Assisted with process when online and offline businesses were merged.
 - Relationship manager for all advertising sales and related departments.
 - Key member of team tasked with the review of all development requests.

- Project Manager tasked with upgrading to the online advertising system.
- Assisted company with IIP (Investors in People) certification.

Advertising Production Manager – FT.com (Sep 1998-Dec 2000)

- Line manager of 8+ team members responsible for the placement and reporting of all online advertising.
- Provision of reports on advertising revenue, associated bookings and current inventory.
- Management of relationship with all advertising sales teams.
- Involved in all discussions regarding future development of website and any potential revenue implications/opportunities.

Office Manager / PA to Board Director (May 1997-Sep 1998)

- Responsible for purchasing and inter-office re-locations.
- Standard high level PA responsibilities including personal file management for approx. 40 personnel.
- Line manager and recruiter for administration team and invoicing clerk.

1996 -1997 **Bovis Limited - PA to 3 Directors**

1993 -1996 **Bruce Shaw Partnership – Office Manager**

1988-1993 Various roles including Temporary secretary; Junior secretary for London based insurance company; Senior staff member in bar/restaurant businesses.

EDUCATION & QUALIFICATIONS

2006–2009 Portsmouth University

BSc (Hons) Computing & Society (1st Class)

- Course representative for 3 years, and Student ambassador in year 2.
- Final year project discussed personal digital footprints and their use in recruitment and employee management. Copy available on request or from <http://www.dupree.co.uk/DianaDupreeDissertation.pdf>
- Study modules included IT Project Management Techniques, Educational Computing & E-Learning, E-Commerce, Knowledge Management Concepts, Systems Analysis and Design, Application Usability, HTML & JavaScript programming, and others.

2005-2006 Portsmouth University - Access to Higher Education Part II (Part Time)

2005 Salisbury College – Access to Higher Education Part I (Part Time)

OTHER SKILLS

Staff Training (Basic)

SAP (Basic user)

Sharepoint (Intermediate)

Syllabus + (Intermediate)

MS Project (Basic)

MS Word (Advanced)

Javascript/HTML (Basic)

Dreamweaver (Basic user)

LiveLink (Intermediate)

ITIL (Foundation Level)

DoubleClick Online Ad Management (Advanced)

MS Excel (High intermediate)

MS Powerpoint (Intermediate)

Internet Research (Advanced)

INTERESTS

I have an avid interest in cruiser sailing and have completed (with merit) RYA Day Skipper (shore based and practical) certification. I also enjoy a good book, walking my dog, and science fiction.

In the summer of 2006 and 2007 I volunteered as crew for a disabled sailing charity in Portsmouth. I am always interested in learning new systems and methodologies and consider myself a quick learner and team player.

REFERENCES - Supplied on request