

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 UAT and systems testing, project coordination, relationship management, and administration.

KEY SKILLS AND ACHIEVEMENTS

- 1st Class BSc (Hons) Degree gained 2009
- UAT & systems testing: planning, scripting, and defect management on varied platforms including website, payment systems, email and print documentation
- Data analysis and reporting
- Business & systems analysis: requirements gathering, documentation and user training
- Project coordination: planning, development and release
- 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), MS SharePoint administrator, MS Office, Selenium IDE, HP Quality Centre
- University gained competencies: Knowledge management, e-commerce, e-learning, systems analysis & design, application usability for desktop & web, basic programming

EMPLOYMENT HISTORY

- Mar 2010 - present **Hays Contract Office Support, Suffolk**
Test Analyst, AXA Insurance, Ipswich
- UAT and Systems testing using manual and automated processes within Waterfall and DSTM Agile frameworks.
 - Contact with project teams at all levels within a software and system development environment.
 - Development of test scripts and scenarios utilising requirements in varied forms, management of associated defects and presentation of findings to both project teams and clients.
- 2008
(June to Sept) **Wärtsilä Propulsion UK Ltd., Havant, Hampshire**
Contract Business Analyst and Project Developer – Summer role whilst studying
- 2007
(June to Sept) **NATS Ltd, 4000 Parkway, Whiteley, Fareham, Hants**
Contract HR coordinator – Summer role whilst studying
- Jul 2003 -
Sept 2006 **Southampton University, Highfield, Southampton, SO17 1BJ**
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 -
Mar 2003 **Financial Times / FT.com, Southwark, London**
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

Selenium IDE (Intermediate)

Staff Training (Basic)

Sharepoint (Intermediate)

MS Powerpoint (Intermediate)

MS Word (Advanced)

Internet Research (Advanced)

Dreamweaver (Basic user)

ITIL (Foundation Level)

MS Project (Basic)

MS Excel (High intermediate)

Javascript/HTML (Basic)

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