

# Hayden Dupree



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CF24 5NA



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Phone number: 07487 551412



## Skills

- Extensive knowledge of the Microsoft Office Suite
- Capable of coding in C++ C# and HTML
- Graphic design experience using Adobe Photoshop and Dreamweaver
- Programmed within Microsoft Visual Studio and Visual Studio Code environments



## References

### Pepper Money

Jonathan Morgan - Service Desk Manager

Phone – 07341 568705

Email – [Jonathan.Morgan@pepper.money](mailto:Jonathan.Morgan@pepper.money)

Alternative – [PeopleHR@pepper.money](mailto:PeopleHR@pepper.money)

### CGI

Chris Dent – Service Desk Manager

Email – [Chris.Dent@CGI.com](mailto:Chris.Dent@CGI.com)

Phone number – 07379 168939



## Work History

### Service Desk Technical Analyst

Pepper money, Cardiff

- Diagnose and resolve hardware faults, software issues and network errors.
- Management of new starters and onboarding them
- Acted as second line when required for business needs.
- Asset/stock management and procurement
- Vulnerability and patch management

### Service Desk Technical Analyst

CGI, Bridgend

- Assist users with technical issues on a wide variety of applications, such as Office 365, Active Directory, and various other Microsoft related issues
- Manage multiple desks simultaneously monitoring incoming calls emails and webchats
- Providing fixes on calls to users and provided guided assistance
- Provided details of issues being thorough and suggesting fixes where possible
- Create profiles for users in Azure Active Directory and Active Directory
- Became SC Cleared for role handling government contracts

### Claims Complaints Handler

Admiral, Cardiff

- Worked to resolve and mediate customer complaints.
- Investigate complaints and review incidents.
- Communicate with team members to come to a decision on cases

February 2024  
August 2024

December 2022  
December 2023

August 2022  
November 2022

January 2015  
January 2016

- Trained to handle vulnerable customers and sensitive cases
- Became familiar with office culture as this was first office-based role

### Wales Interactive – Games Tester (Work Experience)

- Smoke testing a game for bugs.
- Provide feedback on game play loop and faults.
- Give suggestions where appropriate for fixes or gameplay implementation



## Education

September 2016

**PEARSON BTEC Level 1: INFORMATION TECHNOLOGY / COMPUTING**  
COLEG GWENT

September 2017

**PEARSON BTEC Level 1/Level 2: INFORMATION TECHNOLOGY / COMPUTING**  
CARDIFF AND VALE COLLEGE

September 2018

**BTEC LEVEL 3: INTERACTIVE ART & DESIGN**  
CARDIFF AND VALE COLLEGE

October 2019 –  
October 2020

**PEARSON BTEC LEVEL 3 NATIONAL EXTENDED DIPLOMA: INFORMATION TECHNOLOGY / COMPUTING**  
CARDIFF AND VALE COLLEGE

May 2021 –  
June 2023

**LEVEL 4 CERTIFICATE OF GENERAL EDUCATION IN COMPUTING AND TECHNOLOGY**  
CARDIFF AND VALE COLLEGE



## Accomplishments

- Discovered a game breaking bug during testing and collaborated with developers to resolve it.
- Created a functioning website for a college assignment.
- Was nominated in positive feedback for customer service on the service desk multiple times



## Interests

My hobbies and interests involve learning about various tabletop games and the Lore behind them like Warhammer and the World of Darkness games. I also enjoy Gaming with friends. Recently I have taken up learning Python.