HAMPUS VRETINGER

CONTACT

- 18 Mäldgatan, Järfälla 17542
- 0708601397
- hampus.vretinger@hotmail.com
- http://www.hampusvretinger.com/
- https://www.linkedin.com/in/hampus-vretinger/

SKILLS

- Django
- JavaScript
- HTML coding
- CSS
- Responsive Design
- PostgreSQL
- Problem-solving
- Analytical skills
- Wireframe mockups
- Quality Assurance
- Microsoft Excel
- Microsoft 365
- C++

PROFESSIONAL SUMMARY

I hold a Higher Vocational Education Diploma in Game Design, where I developed a broad skill set over five years, including level design, technical design, and QA. My career also includes extensive experience in Quality Assurance and support centers, where I became proficient in queries and Excel. With strong problem-solving skills, I transitioned into Full-Stack Development, mastering technologies like Django, PostgreSQL, HTML, CSS, and JavaScript. This portfolio showcases my projects, emphasizing dynamic systems, responsive design, and a commitment to creating seamless user experiences through detailed testing and innovation.

WORK HISTORY

Quality Assurance   06/2021 - 10/2023
Teleperformance - Kreta/Grekland - Stockholm/Sverige

- Performed duties of Quality Analyst Consultant for Telia
- Ensured adherence to Telia's standards by monitoring and analysing customer service calls
- Created queries to automate processes for identifying outlier calls.
- Extracted statistics from agents and communicated findings to Telia and customer service leadership.

Kundtjänst medarbetare   08/2020 - 06/2021
Teleperformance - Kreta/Grekland

- Worked as a Technical Support Consultant for Telia's customer service.
- Responded to customer inquiries and provided information about services and products.
- Handled orders, managed returns, and provided technical support.

EDUCATION

Higher Vocational Education: Game design, 09/2018 – 08/2020
ChangeMaker education/Futuregames – Stockholm

- Focused primarily on Unreal Engine visual scripting.
- Gained hands-on experience in multiple areas of game design, including level design, technical design, and quality assurance (QA).
- Developed a well-rounded skill set by working across different aspects of game development.

Diploma of Higher Education: Full stack development, 05/2024 – Current
Code institute – Stockholm

- Studied Full-Stack Development, gaining expertise in Django, PostgreSQL, JavaScript, HTML, and CSS.
- Focused on building dynamic web applications, including booking systems and responsive designs.
- Emphasized seamless user experiences, thorough testing, and performance optimization across all projects.