Jack Watt

Saint John, NB • (506) 639-1000 • jack@jackwatt.com

Profile:

Freelance IT professional offering a strong academic background in Computer Programming.

Consistently recognized for peer support, communication and team leading skills.

Quickly learn and master new technology; and proficient in a range of computer languages, systems, and tools.

Skills:

Systems:

Linux: Ubuntu/Debian, UNIX: Solaris/FreeBSD, Windows: XP/7/10, Mac OS

Languages:

SQL, PL/SQL, C/C++, Python, Ruby, Java, Erlang, JavaScript

Software:

Burp Suite, Nmap, Metasploit, Yara, Snort, Zeek, NetworkMiner, Wireshark, Splunk, Redline, Autopsy, Sysmon, Osquery

Work Experience:

Saint John – NB

Customer Service Representative - Microsoft(2007 to 2009) Handled front line technical troubleshooting to determine what department the clients needed to speak with.

Selected Contributions:

Researched Knowledge-base articles to determine what help the client needed, and what department they needed to speak with.

Walk clients through how to access Microsoft knowledge-base to troubleshoot their own issues.

Check warranty status on products to determine cost to speak to a technician

Handled 30+ technical calls daily and consistently met high service standards.

Computer Services (2005 to current): Provide networking/desktop support and perform account maintenance tasks. Perform computer fixes , updates, and software installs.

Education:

Certifications:

HackerRank:

Problem Solving (Basic)

Python (Basic),

TryHackMe:

Complete Beginner

Pre Security

Introduction to Cyber Security

Web Fundamentals

Jr Penetration Tester