

Jack Watt

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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.

Technology Summary

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
Certifications	HackerRank: Problem Solving (Basic), Python (Basic) TryHackMe: Complete Beginner Learning Path, Pre Security Learning Path, Web Fundamentals Learning Path, Jr Penetration Tester Learning Path * All certifications can be found at http://jackwatt.com/certs

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 (2007 to current): Provide networking/desktop support and perform account maintenance tasks. Perform computer fixes , updates, and software installs.

Computer Sales, (2005 to 2015): Build custom computers for clients.