

Lucy Jackson

SOCIAL SCIENTIST · LINGUIST · RESEARCHER

✉ Lucy.Jackson@glasgow.ac.uk



Education

- 2018 – 2019 **MSc, Phonetics – UNIVERSITY OF EDINBURGH**
- Grade: Merit
 - Research areas: Phonetics, Speech production and perception, automatic speaker recognition, psycholinguistics, language variation and change, statistics.
 - Master thesis: A Game of Phones: An Investigation into Yorkshire Accent Imitation in the television series, *Game of Thrones*.
- 2015 – 2018 **BA (Combined Honours), English Language, Linguistics and French – UNIVERSITY OF HUDDERSFIELD**
- Grade: Distinction
 - Research areas: Phonetics and Phonology, Forensic phonetics and linguistics, sociolinguistics, corpus linguistics, intercultural communication, audiovisual translation, advanced French language studies.
 - BA thesis: An Investigation into Bradford speakers' ability to imitate a SSBE accent: Implications for forensic phonetics.

Experience

- Since Oct 2023 **Graduate Teaching Assistant – UNIVERSITY OF GLASGOW**
- Teach topics across the fields of English Language and Linguistics (undergraduate and graduate). Received excellent student feedback: *'extremely helpful, positive, enthusiastic, a great teacher'*.
- Subjects taught include Phonetics and Phonology, Sociolinguistics, Historical English and Scots, Stylistics, Pragmatics, Experimental Design, Statistics, R Studio, PRAAT.
- Feb 22 – Sep 22 **Customer Service Advisor, Sitel Group – SSE Energy Operation**
- Senior team member responsible for administration and maintenance of customers' energy and financial accounts.
 - Use of telephonic communication and email correspondence with customers and internal operations.
 - Handling of large data sets, high interpersonal skills, attention to detail and conflict resolution.
 - Top performing agent of the team with a 100% compliance rating on record handling and customer satisfaction. Gaining international recognition for performance.
- Jun 20 – Feb 22 **Coach Admin/Advisor, Sitel Group – NHS Test and Trace Operation**
- Team leader (manager) of 20+ agents, responsible for leadership, training and performance monitoring.
 - Tasks involved call quality, administering training, employee care, salary administration, database management.
 - Due to excellent performance in this role, was the acting regional operations manager on a temporary basis.
- Sep 19 – Jan 20 **Customer Service Specialist, Teleperformance UK**
- Campaigns worked on: Student Loans Company, Counter Fraud Operations.
 - Telecommunications role that dealt with customer query and resolutions. Internal Counter Fraud Operations that resulted in £40 million salvaged from fraudulent activity.
 - Ability to work under high-pressure environments, with great deal of initiative and leadership.
- Jan 16 – Aug 19 **Research Assistant, WYRED Project**
- Research assistant on ESRC-funded forensic phonetic study – database of British English speech.
 - Tasks include participant recruitment across West Yorkshire region, transcription of audio files using PRAAT.
- Sep 14 – Feb 16 **Judo Teacher and Community Outreach Worker**
- Taught Judo as a sport across Northern England for GCSE and A-Level qualifications, including community breakfast and evening classes for infant age up to 60+. From one-on-one groups to 40+ member sessions.
 - Taught the sport in community outreach projects for vulnerable children and adults, as part of an integrated therapeutic technique.

Awards

- 2023 **IPA Student Award (600 GBP).** International Phonetic Association. Contribution towards 20th International Congress of Phonetic Sciences (ICPhS23).
- 2023 **People's Choice Award.** Three-minute thesis (3MT) competition, University of Glasgow.
- Since 2022 **AHRC-funded Doctoral Training Partnership Scholarship.** Scottish Graduate School of Arts and Humanities.
- 2022 **ESRC-funded Doctoral Studentship.** Scottish Graduate School of Social Sciences (declined offer for above).

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| 2022 | Coach Admin (Team Leader) of the year. Sitel Group. |
| 2021 | Best Student Paper Award. 27 th International Conference of the International Association for Forensic Phonetics and Acoustics. Huddersfield, UK. |
| 2018 | Best student Dissertation. University of Huddersfield. |

Selected Involvement

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| Since 2023 | Co-chair & co-Founder of PhDnetics Committee. Organisation of PhD researchers and post-graduate students in phonetics across Scotland. Hosting events for training opportunities, symposiums and lab visits. |
| Since 2024 | Social Media Co-ordinator for Glasgow University Laboratory of Phonetics, University of Glasgow. |

Skills

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| Languages | English (native), French (fluent) |
| Programming | R, Python, PRAAT, occasionally HTML |
| Data Science | High proficiency |
| Documentation | LaTeX, Markdown, RMarkdown, Microsoft packages |
| Additional | Excellent public speaking skills, team management and leadership in industry settings, call quality and performance monitoring, transcription, training, recruitment, database handling, sales, conflict resolution. |

Selected Publications

- [1] **Jackson, L. (2023).** Game of phones: a socio-phonetic analysis of stylised media performance of Yorkshire English. In Radek Skarnitzl & Jan Volín (eds.) *Proceedings of the 20th International Congress of Phonetic Sciences, 2023. Prague, Czech Republic.* pp1861-1865. Guarant.
- [2] **Jackson, L. (2021).** Forensic implications: An Investigation into Yorkshire accent imitation in Game of Thrones. *29th Annual Conference of the International Association for Forensic Phonetics and Acoustics. Marburg, Germany.* (Online).
- [3] **Jackson, L., & Gold, E. (2018).** An Investigation into Bradford speakers' ability to imitate a SSBE accent: Implications for forensic phonetics. *27th Annual Conference of the International Association for Forensic Phonetics and Acoustics. Huddersfield, UK. Winner of Best Student Presentation Award.*

Public Engagement

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| 2023 | Accents in the spotlight: Uncovering our Unconscious Biases. 3MT Competition, University of Glasgow. Winner of People's Choice Award. |
| 2023 | Phonetic adventures in Prague – Geoff Lindsey. Appearance made. |
| 2023 | Accents and Attitudes in the Spotlight. Glasgow University Laboratory of Phonetics Lab Lunch. |
| 2023 | Talking about Accent Bias. Anti-racist Club, Hutchesons' Grammar School. Glasgow |