

# Lucy Jackson

SOCIAL SCIENTIST · LINGUIST · RESEARCHER



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Lucy-Jackson.github.io



LinkedIn Profile

## Education

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- 2018 – 2019     **MSc, Phonetics – UNIVERSITY OF EDINBURGH**
- Grade: Merit
  - Research areas: Phonetics, Speech production and perception, automatic speaker recognition, psycholinguistics, language variation and change.
  - 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

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- Oct 2023 –     **Graduate Teaching Assistant – UNIVERSITY OF GLASGOW**
- Teaching 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 the maintenance of customers' energy and financial accounts.
  - Handling of large databases and customer finances, provided support and resolutions via excellent communication skills.
  - Top performing agent of the team with a 100% compliance rating on record handling and customer satisfaction. Gaining international recognition for performance.
- Oct 22 – Feb 22     **Team Leader, Sitel Group – NHS TEST AND TRACE OPERATION**
- Managed and trained team of 20+ agents
  - Monitored team performance, database management and improved call quality through rigorous training while managing salary administration.
  - Promoted to acting regional operations manager on the basis of superb service.
- Jun 20 – Feb 22     **Coach Admin/Advisor, Sitel Group – NHS TEST AND TRACE OPERATION**
- Honed skills in call handling, data analysis and conflict resolution.
  - Liaised with government and medical professionals to maintain NHS records and monitor public health, during a high-pressured environment of the Covid-19 Pandemic.
- Sep 19 – Jan 20     **Customer Service Specialist, TELEPERFORMANCE, UK**
- Skills used were database management, analytical skills, high-level of resilience in complaint resolution, problem-solving and advanced operation of new analysis software.
  - Campaigns worked on: Student Loans Company. Promoted to Internal Counter Fraud Operations team due to excellent performance, which resulted in £40 million salvaged from fraudulent activity.
- Jan 16 – Aug 19     **Research Assistant, WYRED PROJECT**
- Research assistant on ESRC-funded forensic phonetic study that compiled a large database of British English speech for criminal investigative purposes.
  - Tasks included participant recruitment of 180 speakers across West Yorkshire region, transcription of audio recordings using PRAAT phonetic software, training of junior transcribers.
- Sep 14 – Feb 16     **Judo Teacher and Community Outreach Worker, JUDO EXCELLENCE**
- Taught Judo as a sport across Northern England for GCSE and A-Level qualifications, including community classes for infants up to 60+. From one-on-one groups to 40+ member sessions, and as part of community outreach projects for vulnerable children and adults as an integrated therapeutic programme.
  - Honed skills in leadership, presentation skills, interpersonal skills, and versatility to adapt to different needs and targets of the individuals in classes taught.

## Awards

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| 2023       | <b>IPA Student Award (600 GBP).</b> International Phonetic Association. Contribution towards 20 <sup>th</sup> International Congress of Phonetic Sciences (ICPhS23). |
| 2023       | <b>People's Choice Award.</b> Three-minute thesis (3MT) competition, University of Glasgow.  |
| Since 2022 | <b>AHRC-funded Doctoral Training Partnership Scholarship.</b> Scottish Graduate School of Arts and Humanities.   |
| 2022       | <b>ESRC-funded Doctoral Studentship.</b> Scottish Graduate School of Social Sciences (declined offer for above).   |
| 2022       | <b>Coach Admin (Team Leader) of the year.</b> Sitel Group.   |
| 2021       | <b>Best Student Paper Award.</b> 27 <sup>th</sup> International Conference of the International Association for Forensic Phonetics and Acoustics. Huddersfield, UK.  |
| 2018       | <b>Best student Dissertation.</b> University of Huddersfield.  |

## Selected Involvement

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

## Skills

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| <b>Languages</b>     | English (native), French (fluent)   |
| <b>Programming</b>   | R, Python, PRAAT, occasionally: HTML  |
| <b>Data Science</b>  | High proficiency  |
| <b>Documentation</b> | LaTeX, Markdown, RMarkdown  |
| <b>Additional</b>    | Excellent public speaking skills, team management and leadership in industry settings, call quality and performance monitoring, recruitment, database handling. |

## Selected Publications

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- [1] **Jackson, L. (2023).** Game of phones: a socio-phonetic analysis of stylised media performance of Yorkshire English. In Radek Skarnitzl & Jan Volin (eds.) *Proceedings of the 20th International Congress of Phonetic Sciences, 2023. Prague, Czech Republic.* pp.1861-1865. 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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| 2024 | Invited speaker at ZASx Talk Sessions, the Laboratory of Phonology at Leibniz-ZAS Berlin Institute, Germany.  |
| 2024 | Media Influence on the Social Evaluations of Speech. Invited speaker at the University of Cambridge Phonetics & Phonology Laboratory, UK.   |
| 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 |