

# HARLEY JACKSON

## IT SUPPORT TECHNICIAN / JUNIOR IT SUPPORT

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Computer Science undergraduate with hands-on experience troubleshooting systems and supporting users. Strong foundation in operating systems, networking fundamentals, and problem-solving, with proven customer service experience. Seeking an entry-level IT Support / Service Desk role to build professional technical experience.

### AREA OF EXPERTISE

IT Support & Troubleshooting	Hardware & Software Diagnostics	Customer & User Support
Windows & Linux Fundamentals	Networking Basics (IP, DNS, MQTT)	Problem Solving & Escalation

### KEY ACHIEVEMENTS

- Built and supported multiple deployable technical projects involving system debugging, configuration, and troubleshooting
- Diagnosed and resolved software and logic errors across C++, Python, and JavaScript projects
- Demonstrated consistent reliability and communication skills in customer-facing roles

### TECHNICAL PROJECT EXPERIENCE

- Voice Demographics Net – Python-based ML project using audio feature extraction for demographic classification
- Weather Intelligence System – JavaScript web app focused on data visualisation and predictive insights
- Smart Home System – C++ object-oriented system simulating smart devices and system management

### EDUCATION

**BSc Computer Science** **2022 - 2026**  
**Liverpool Hope University, UK.**

- Core modules include algorithms and data structures, software engineering, systems programming, cybersecurity fundamentals, and machine learning
- Developed multiple deployable projects demonstrating problem-solving and technical troubleshooting.

### PROFESSIONAL EXPERIENCE

**Customer Service & Operations Experience - Various Retail & Hospitality Roles** **2019 - 2022**

- Provided front-line support to customers in fast-paced environments, resolving issues efficiently and professionally.
- Followed company procedures accurately while handling transactions and sensitive information.
- Communicated clearly with customers and team members under pressure.
- Maintained reliability, time management, and attention to detail across shifts.

### ADDITIONAL INFORMATION

- Right to work in the UK
- Strong customer service and communication skills
- Comfortable supporting non-technical users