Jackson Burns

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📞 4806521574

Skills

Programming Experience
Expert proficiency in Java, C/C++, Python, SQL, and full-stack Web Development. Familiarity with AWS, Docker, and Cloud Computing infrastructures.

Customer Service
Through my experience with different types of jobs, I strive to assist customers in a positive and respectful way, ensuring their needs are met.

Professional Experience

10/2021 – present
Tucson, AZ

Technical Consultant, University of Arizona
- Walk through IT issues together with a diverse clientele
- Provided technical support and troubleshooting assistance to end-users via phone, chat, and in-person communication
- Proficient in various operating systems such as Windows, Linux, and MacOS
- Collaborated with other IT teams to develop and implement efficient and effective solutions to technical issues
- Work with a team to solve larger university-wide issues
- Efficiently manage time between customers
- Experience with Amazon AWS and Service Now

Education

2021 – 2024
Tucson, AZ

University of Arizona, Pursuing a Bachelor Degree in Computer Science
- Accelerated graduation in 3 years
- Current cumulative college GPA of 3.85
- Experience in C, C++, Python, Java, HTML and Javascript

Projects

Full Stack Website Development ⧉
This website serves as an online resume, showcasing my job experience and programming projects
jacksonb2021.github.io ⧉

Song Quotes ⧉
This JavaFX program records song names, artists, and quotes from songs you enjoy
github.com/jacksonb2021/SongQuotes ⧉

IMDB Movie Graph ⧉
This webpage visualizes a datatset as a node link diagram using the d3 framework
jacksonb2021.github.io/Movies-Graph ⧉

Python Scripts ⧉
A repository of python scripts intended to make my life easier. Includes webscrapers, a diary program, and a program to assign metadata to photos with a specific naming scheme
github.com/jacksonb2021/PythonScripts ⧉