

# Jackson Burns

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## Skills

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### 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.*

### Programming Experience

*Expert proficiency in Java, C, C++, Python, SQL, and Web Development Languages. Experience with 3D modeling with Blender. Experience with Game Dev in Unity.*

## Professional Experience

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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

## Education

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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

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### Full Stack Website Development [↗](#)

This website serves as an online resume, showcasing my job experience and programming projects  
[jacksonb2021.github.io](https://jacksonb2021.github.io) [↗](#)

### Song Quotes [↗](#)

This JavaFX program records song names, artists, and quotes from songs you enjoy  
[github.com/jacksonb2021/SongQuotes](https://github.com/jacksonb2021/SongQuotes) [↗](#)

### IMDB Movie Graph [↗](#)

This webpage visualizes a dataset as a node link diagram using the d3 framework  
[jacksonb2021.github.io/Movies-Graph](https://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](https://github.com/jacksonb2021/PythonScripts) [↗](#)