Jackson J. Hales

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PROFESSIONAL SUMMARY

Inquisitive and energetic Computer Science specialist skilled in leadership, with a strong foundation in programming logic, cross-platform coding, and developer operations. Seeking to leverage and expand upon my existing development skills with a focus on collaboration, communication, and creativity.

EMPLOYMENT

Posmosis   **October 2010 – August 2019**
Systems Engineer   *Collingwood, VIC*
- Development and implementation of tailored software solutions
- Assisting customers with a wide range of IT issues via phone, remote and on-site support
- Balancing a high volume of simple and complex tasks in priority order
- Implementation and maintenance of customer cloud infrastructure
- Creation and maintenance of knowledge base documentation
- Collaborating with and management of third-party service providers
- Database cleansing and restructuring
- End user coaching and workshopping
- Liaised with major clients as account manager

EDUCATION

Swinburne University of Technology   **December 2021**
Bachelor of Computer Science   *Hawthorn, VIC*
- 3.75 GPA
- Team leader in both Capstone Project semesters

Swinburne University of Technology   **December 2019**
Diploma of Software Development   *Hawthorn, VIC*

Swinburne University of Technology   **December 2018**
Certificate IV in Information Technology   *Hawthorn, VIC*

LANGUAGES & TECHNOLOGIES

- **Languages:** JavaScript, C#, Kotlin, C++, PHP, SQL, JSON.
- **Technologies:** Visual Studio, VSCode, Android Studio, React, NodeJS, Microsoft SQL Server, Git.

VALUES & INTERESTS

- **Values:** Teamwork, problem solving, honesty, compassion, task prioritisation.
- **Interests:** Hiking, squash, video games, drawing, photography, cooking, reading, board games.

LINKS