

# Jackson J. Hales

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## PROFESSIONAL SUMMARY

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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

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### Posmosis

*Systems Engineer*

**October 2010 – August 2019**

*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
- Liaised with major clients as account manager

### Red Rooster

*Kitchen Hand*

**March 2010 – October 2010**

*Ringwood, VIC*

## EDUCATION

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### Swinburne University of Technology

*Bachelor of Computer Science*

**December 2021**

*Hawthorn, VIC*

- 3.75 GPA
- Team leader in both Capstone Project semesters

### Swinburne University of Technology

*Diploma of Software Development*

**December 2019**

*Hawthorn, VIC*

### Swinburne University of Technology

*Certificate IV in Information Technology*

**December 2018**

*Hawthorn, VIC*

## LANGUAGES & TECHNOLOGIES

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- **Languages:** JavaScript, C#, Kotlin, C++, PHP, SQL, JSON, Ruby, Python, HTML/CSS, Go.
- **Technologies:** VSCode, Git, AWS, Android Studio, ReactJS, NodeJS, Microsoft SQL Server, Docker, Atlassian/Jira.

## VALUES & INTERESTS

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

## LINKS

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