

HARLEY JACKSON

COMPUTER SCIENCE GRADUATE | IT SUPPORT

Southport, UK | harleyjacksson@gmail.com | www.harleyjackson.co.uk

SUMMARY

Computer Science Graduate with over five years of customer-facing experience across retail, hospitality, and leisure environments. Combines strong troubleshooting, problem-solving, and communication skills with technical knowledge developed through university coursework and personal projects. Seeking a career in IT Support.

EXPERIENCE

Tesco Colleague, Tesco Superstore Aigburth 2026 - Present

- Support customers by resolving queries and delivering excellent service in a fast-paced environment.
- Use store systems and digital tools accurately while following established procedures.
- Communicate effectively with customers and colleagues to resolve issues efficiently.
- Remain calm under pressure while balancing multiple tasks and priorities.

Retail Assistant, One Beyond Ltd Southport 2022

- Assisted customers and resolved issues professionally.
- Processed sales and returns using point-of-sale systems.
- Worked effectively as part of a busy retail team.

Team Member & Ride Operator, Jollie's Barn & Southport Pleasureland 2019-2021

- Delivered customer service in hospitality and leisure environments.
- Followed procedures and maintained high safety standards.
- Worked effectively during busy periods and events.

PROJECTS

Intrusion Detection System Dissertation

Python | Machine Learning | Cybersecurity

- Developed a machine-learning intrusion detection system using the CICIDS2017 dataset.
- Applied cybersecurity, troubleshooting, and data analysis techniques.

Smart Home Automation System

C++ | Object-Oriented Programming

- Developed a smart home automation system using object-oriented programming principles.
- Applied debugging and problem-solving skills throughout development.

Weather Intelligence System

React | Node.js | Python

- Developed a full-stack weather application using APIs and backend services.
- Worked with data processing and software troubleshooting.

SKILLS

Windows 10/11
Microsoft 365

Troubleshooting
Networking

Customer Service
Communication

EDUCATION

BSc Computer Science (Predicted First-Class Honours)

2022-2026

Liverpool Hope University

- Relevant modules: Networks, Analysis & Design of Algorithms, Machine Learning, and IoT.