

# Harley Jackson

Graduate IT Support  
Candidate

## Education

### BSc Computer Science

Liverpool Hope University  
Expected: 2026

### Level 3 Extended Diploma in Health and Social Care

Southport College  
Completed: 2020

### GCSEs (7 including Maths, English Language & Literature and Triple Science)

Tarleton Academy, Preston  
Completed: 2017

## Skills

- Customer-Focused Technical Support
- Clear Communication & Patience
- Computer Science Fundamentals
- Troubleshooting & Problem Solving
- POS Systems & Process Accuracy
- Teamwork, Reliability & Flexibility

## Contact

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harljackson.github.io/eportfolio-website

## Profile

Computer Science student graduating in 2026, seeking an entry-level IT Support role. Brings strong customer service experience, calm problem solving, and the ability to explain issues clearly to non-technical users. Comfortable learning new systems quickly, following procedures, and supporting busy teams.

## Experience

### Tesco Colleague | Mar 2026 - Present

Tesco Aigburth, Liverpool

- Support customers clearly and patiently, resolving everyday issues and escalating when needed.
- Use store systems and checkout processes accurately while maintaining service standards.
- Work flexibly with colleagues during busy trading periods, staying calm under pressure.

### Retail Assistant | Apr 2022 - Oct 2022

One Beyond Ltd, Southport

- Processed sales and returns accurately, following procedures and resolving customer queries.
- Maintained attention to detail across stock, displays, and till-based responsibilities.
- Worked efficiently in a fast-paced retail environment as part of a team.

## Projects

### Weather Intelligence System

React, Node.js, Express, Python

- Built a full-stack weather platform using forecasting APIs, predictive modelling, and a dashboard UI.

### Smart Home Automation System

C++, Object-Oriented Design, CMake

- Created a modular smart home simulation for device control, energy monitoring, and user access management.