

Jay Fitzgerald

Undergraduate Student

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Customer-focused professional with a background in technical support and live events. Experienced in high-paced environments, offering strong problem-solving skills and a track record of reliability. Committed to delivering excellent service while balancing university studies.

PROFESSIONAL EXPERIENCE

Customer Service Assistant (January 2025 — Present)

Auraside, Remote Contractor

- Act as the first point of contact for technical support, resolving customer queries via Zendesk.
- I troubleshoot installation and performance issues across Windows environments, demonstrating logical problem-solving skills, with a high standard of service while working in a remote setting.

Resident DJ (2023 – 2025)

Plymouth Life Centre, Rollerskating Rink

- Provided live entertainment in a fast-paced, family-oriented environment.
- I was responsible for the technical setup of audio equipment and adhering to health and safety standards, while building a loyal local following through consistent punctuality and community engagement.

EDUCATION

University of Plymouth — FdSc Cyber Security (September 2025 — Present)

Currently studying network security, systems architecture, and ethical hacking.

City College Plymouth, — Level 3 Extended Diploma in Computing (July 2023-July 2025)

Grade: MMM (Merit). Gained broad knowledge in hardware, software & data security.

GCSE's — Tor Bridge High (September 2018-September 2023)

- Mathematics: Grade 4 (Pass)
- English Language: Grade 4 (Pass)
- Combined Science: Grade 4-4
- Computer Science: Grade 4

SKILLS/QUALITIES

• Customer Service	• Communication	• Problem-Solving
• Technical Support	• Teamwork & Leadership	• Enthusiastic