

Jay Fitzgerald

Undergraduate Student

(+44) 7375561645
jayfitzgerald1710@outlook.com
linkedin.com/in/jay-fitz

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 |