

Jackson Burns

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 github.com/jacksonb2021

Work Experience

07/2024 – 06/2025

Tucson, AZ

IT Administrator

TCI Wealth Advisors

- Administered Active Directory domain, managing user accounts, permissions, and group policies
- Oversaw and implemented cybersecurity protocols, including email threat monitoring and phishing prevention
- Led firm-wide rollout of enterprise password manager (110+ users): research, testing, training, and phased implementation.
- Traveled between office locations to set up and maintain network infrastructure and firewalls
- Managed and deployed enterprise software tools, including Salesforce and other domain-integrated systems
- Developed an internal fee-scheduling web app using JavaScript and Python and built custom integration with Salesforce.
- Led firm-wide IT recycling project, securely decommissioning and recycling 100+ of outdated devices, including desktops, laptops, printers, and networking hardware
- Provided daily technical support across teams, resolving hardware, software, and network issues
- Worked directly with vendors to procure IT equipment and software, coordinate services, and troubleshoot issues

09/2021 – 05/2024

Tucson, AZ

IT Consultant

University of Arizona

- Diagnosed and resolved hardware issues, including troubleshooting faulty components and performing repairs or replacements as needed
- Supported a wide range of systems, including VPN, Office 365, Adobe, Outlook, Gmail, and printing services
- Clearly communicated technical concepts and effectively to non-technical users, providing step-by-step guidance and troubleshooting support
- Experience with Amazon AWS and Service-Now to effectively manage and escalate tickets
- Trained new employees on the UA systems and how to deal with software and hardware issues
- Recovered lost or corrupted data using software tools and data recovery techniques

Education

2021 – 2024

Tucson, AZ

Bachelor Degree in Computer Science

University of Arizona

- Accelerated graduation in 3 years
- Cumulative GPA of 3.85
- Experience in C, C++, Python, Java, SQL, and web frameworks
- Experience with Docker and AWS Cloud Computing systems

Skills

Programming Experience

Expert proficiency in Java, C/C++, Python, SQL, and full-stack Web Development. Experienced in developing web applications using frameworks such as Node.js and React. Knowledgeable in database design, implementation, and optimization using SQL databases

Technical Skills

Experienced in Active Directory administration, network setup and firewall configuration, and daily support of enterprise tools including Salesforce and Microsoft 365. Skilled in cybersecurity monitoring, phishing threat prevention, and domain management.

Projects

Full Stack Website Development

This website serves as an online portfolio, showcasing my job experience and programming projects

jacksonb2021.github.io 

Song Quotes

This JavaFX program records song names, artists, and quotes from songs you enjoy

github.com/jacksonb2021/SongQuotes 

IMDB Movie Graph

This webpage visualizes a dataset as a node link diagram using the d3 framework

jacksonb2021.github.io/Movies-Graph 

BigTacToe

A passion project I worked on based off a game I like to play with friends: Ultimate Tic-Tac-Toe.

jacksonb2021.github.io/BigTacToe 