

Lucy Jackson

SOCIAL SCIENTIST · LINGUIST · RESEARCHER

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🏠 <https://lucy-jackson.github.io/>

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Education

- 2018–2019 **MSc, Phonetics – UNIVERSITY OF EDINBURGH**
- Grade: Merit
 - Research areas: Phonetics, Speech production and perception, automatic speaker recognition, psycholinguistics, language variation and change, statistics.
 - Master thesis: A Game of Phones: An Investigation into Yorkshire Accent Imitation in the television series, *Game of Thrones*.
- 2015–2018 **BA (Combined Honours), English Language, Linguistics and French – UNIVERSITY OF HUDDERSFIELD**
- Grade: Distinction
 - Research areas: Phonetics and Phonology, Forensic phonetics and linguistics, sociolinguistics, corpus linguistics, intercultural communication, audiovisual translation, advanced French language studies.
 - BA thesis: An Investigation into Bradford speakers' ability to imitate a SSBE accent: Implications for forensic phonetics.

Experience

- Since Oct 2023 **Graduate Teaching Assistant – UNIVERSITY OF GLASGOW**
- Teach topics across the fields of English Language and Linguistics (undergraduate and graduate). Received excellent student feedback: *'extremely helpful, positive, enthusiastic, a great teacher'*.
- Subjects taught include Phonetics and Phonology, Sociolinguistics, Historical English and Scots, Stylistics, Pragmatics, Experimental Design, Statistics, R Studio, PRAAT.
- Feb 22 – Sep 22 **Customer Service Advisor, Sitel Group – SSE Energy Operation**
- Senior team member responsible for administration and maintenance of customers' energy and financial accounts.
 - Use of telephonic communication and email correspondence with customers and internal operations.
 - Handling of large data sets, high interpersonal skills, attention to detail and conflict resolution.
 - Top performing agent of the team with a 100% compliance rating on record handling and customer satisfaction. Gaining international recognition for performance.
- Jun 20 – Feb 22 **Coach Admin/Advisor, Sitel Group – NHS Test and Trace Operation**
- Team leader (manager) of 20+ agents, responsible for leadership, training and performance monitoring.
 - Tasks involved call quality, administering training, employee care, salary administration, database management.
 - Due to excellent performance in this role, was the acting regional operations manager on a temporary basis.
- Sep 19 – Jan 20 **Customer Service Specialist, Teleperformance UK**
- Campaigns worked on: Student Loans Company, Counter Fraud Operations.
 - Telecommunications role that dealt with customer query and resolutions. Internal Counter Fraud Operations that resulted in £40 million salvaged from fraudulent activity.
 - Ability to work under high-pressure environments, with great deal of initiative and leadership.
- Jan 16 – Aug 19 **Research Assistant, WYRED Project**
- Research assistant on ESRC-funded forensic phonetic study – database of British English speech.
 - Tasks include participant recruitment across West Yorkshire region, transcription of audio files using PRAAT.
- Sep 14 – Feb 16 **Judo Teacher and Community Outreach Worker**
- Taught Judo as a sport across Northern England for GCSE and A-Level qualifications, including community breakfast and evening classes for infant age up to 60+. From one-on-one groups to 40+ member sessions.
 - Taught the sport in community outreach projects for vulnerable children and adults, as part of an integrated therapeutic technique.

Awards

- 2024 **FRLSU Student Bursary Award (400 GBP)**. Awarded for best student research at the Forum of Research on the Languages of Scotland and Ulster.
- 2023 **IPA Student Award (600 GBP)**. International Phonetic Association. Contribution towards 20th International Congress of Phonetic Sciences (ICPhS23).
- 2023 **People's Choice Award**. Three-minute thesis (3MT) competition, University of Glasgow.

Since 2022	AHRC-funded Doctoral Training Partnership Scholarship. Scottish Graduate School of Arts and Humanities.
2022	ESRC-funded Doctoral Studentship. Scottish Graduate School of Social Sciences (declined offer for above).
2022	Coach Admin (Team Leader) of the year. Sitel Group.
2021	Best Student Paper Award. 27 th International Conference of the International Association for Forensic Phonetics and Acoustics. Huddersfield, UK.
2018	Best student Dissertation. University of Huddersfield.

Selected Involvement

Since 2023	Co-chair & co-Founder of PhDnetics Committee. Organisation of PhD researchers and post-graduate students in phonetics across Scotland. Hosting events for training opportunities, symposiums and lab visits.
Since 2024	Social Media Co-ordinator for Glasgow University Laboratory of Phonetics, University of Glasgow.

Skills

Languages	English (native), French (fluent)
Programming	R, Python, PRAAT, occasionally HTML
Data Science	High proficiency
Documentation	LaTex, Markdown, RMarkdown, Microsoft packages
Additional	Excellent public speaking skills, team management and leadership in industry settings, call quality and performance monitoring, transcription, training, recruitment, database handling, sales, conflict resolution.

Selected Publications

- [1] **Jackson, L. (2023).** Game of phones: a socio-phonetic analysis of stylised media performance of Yorkshire English. In Radek Skarnitzl & Jan Volin (eds.) *Proceedings of the 20th International Congress of Phonetic Sciences, 2023. Prague, Czech Republic.* pp1861-1865. Guarant.
- [2] **Jackson, L. (2021).** Forensic implications: An Investigation into Yorkshire accent imitation in Game of Thrones. *29th Annual Conference of the International Association for Forensic Phonetics and Acoustics. Marburg, Germany.* (Online).
- [3] **Jackson, L., & Gold, E. (2018).** An Investigation into Bradford speakers' ability to imitate a SSBE accent: Implications for forensic phonetics. *27th Annual Conference of the International Association for Forensic Phonetics and Acoustics. Huddersfield, UK.* **Winner of Best Student Presentation Award.**

Public Engagement

2023	Accents in the spotlight: Uncovering our Unconscious Biases. 3MT Competition, University of Glasgow. Winner of People's Choice Award.
2023	Phonetic adventures in Prague – Geoff Lindsey. Appearance made.
2023	Accents and Attitudes in the Spotlight. Glasgow University Laboratory of Phonetics Lab Lunch.
2023	Talking about Accent Bias. Anti-racist Club, Hutchesons' Grammar School. Glasgow