JEFFREY WINTERS

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PROFESSIONAL SUMMARY

Driven Computer Engineer with excellent leadership and problem-solving abilities. Highly organized and proactive with solid understanding of scheduling actions, adjusting task priority, and supervising staff. Dedicated to efficiency and reliability in personal work and collaborative projects. Multiple years of experience with computer networking, Python, SOLIDWORKS, and 3D printing with a broad range of projects completed.

SKILLS AND CERTIFICATIONS

- CompTIA Network+ (in progress)
- CompTIA Security+ (in progress)
- Proficient with Linux
- Proficient with Python
- Intermediate with C++ and C
- Proficient with Active Directory
- Proficient with SOLIDWORKS
- Familiar with Altium Designer and KiCad
- Proficient with 3D printing technology
- Hold an FCC Technician Level Amateur Radio License

EDUCATION

University of California: Merced

Merced, CA • Expected Fall 2025
Bachelor of Science: Computer Science and Engineering

Fresno City College

Fresno, CA • Graduated Spring 2023
Associate of Science: Computer Engineering

- Participated NASA's Community College Aerospace Scholars (NCAS) Program.
- Received National Science Foundation Engineering Scholars Program Scholarship.
- Served as President of the FCC Science and Engineering Club.

SAMPLE OF PERSONAL PROJECTS

- Built out a home engineering and prototyping lab including homemade semiconductor lithography tooling.
- Developed, manufactured, and iterated combat robots for competitive tournaments.
- Designed and produced a homemade Farnsworth-Hirsch Fusor.
- Built and implemented an enterprise-grade homelab network.
- 3D printed and constructed an open source clone of the Boston Dynamics Spot robot.
- Developed and produced multiple custom PCBs with SMD and THT compents.
- Modified and constructed multiple 3D printers to be utilized and operated via a web interface.
- Designed and constructed a custom solar power system with battery storage for use on a conversion van.
- Repaired broken electronics to help prevent further e-waste proliferation.

SAMPLE OF WORK HISTORY

UC Merced – *Student Systems Administrator - CIRT*
Merced, CA • 08/2023 - Current

- Performed maintenance and installed upgrades on high performance computing clusters and distributed servers.
- Provided technical support to internal users and external customers for their research computing workflows.
- Assisted in the planning and implementation of CIRT policies and projects, including the development of a terminal based LLM chatbot.

Fresno City College – *IT Customer Support Technician*
Fresno, CA • 05/2022 - 08/2023

- Investigated and corrected problems with user workstations, network accounts, network equipment, and peripheral devices.
- Responded to support requests and tickets and documented all steps taken to resolve issues.
- Investigated potential network security vulnerabilities and made suggestions on how to patch them.

Fresno City College - *Math Tutor*
Fresno, CA • 07/2020 - 12/2021

- Provided students with additional math instruction while coordinating efforts with teachers.
- Educated students on study tips and exam strategies
- Provided meaningful meaningful and individualized guidance to help foster better understanding.

Fresno City College – *IT Office Front Desk*
Fresno, CA • 08/2019 - 04/2020

- Investigated and corrected problems with wireless network access, software issues, and issues with peripheral devices.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

Lion Raisins - *IT/Database Manager*
Selma, CA • 01/2018 - 03/2019

- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Built, customized and repaired technology based on staff requests.
- Conferred with executives to advise and plan for short-term and long-term IT infrastructure upgrades.
- Reviewed and assessed network architecture implementation, testing, and deployment needs to identify project requirements and costs.

PC Station Inc - *Lead Computer Technician*
Fresno, CA • 04/2017- 01/2018

- Supervised end-user support efforts, designing policies to establish consistent service guidelines and reliable ticket resolution.
- Maintained accurate records of all support requests, progress, and customer calls according to company owner's guidelines.
- Tracked equipment and inventory, maintaining prescribed levels for technical equipment and supplies.
- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.