

# Jeffrey Winters

jeffrey.winters@protonmail.com | jeffrey-winters.com | (559) 360-3023

## SKILLS

### CERTIFICATIONS AND LICENSES

- CompTIA Network+ (In Progress)
- CompTIA Security+ (In Progress)
- FCC HAM Radio Technician Class

### RELEVANT TECHNICAL SKILLS

- Proficient with Linux
- Proficient with Python
- Intermediate with C++ and C
- Proficient with TCP/IP
- Proficient with Active Directory
- Familiar with systems administration

### SOFT SKILLS

- Problem Solving
- Communication
- Task prioritization
- Conflict resolution
- Attention to detail

## EDUCATION

### UC MERCED

**BACHELORS IN COMPUTER SCIENCE AND ENGINEERING**  
Expected Spring 2025 | Merced, CA

### FRESNO CITY COLLEGE

**ASSOCIATES IN COMPUTER ENGINEERING**  
May 2023 | Fresno, CA

- Chosen to participate in 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.

## PERSONAL PROJECTS

- Built out a home research, fabrication, and prototyping lab.
- Developed, manufactured, and iterated combat robots for competitive tournaments.
- Designed and produced a homemade Farnsworth-Hirsch fusion reactor.
- Built and implemented an enterprise-grade homelab network for cybersecurity research.
- 3D printed and constructed an open source clone of the Boston Dynamics Spot quadruped robot.
- Developed and produced multiple custom PCBs utilizing SMD and THT components.
- 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.

## RELEVANT WORK EXPERIENCE

### UC MERCED

**STUDENT SYSTEMS ADMINISTRATOR**

Aug 2023 - Present | Merced, CA

- 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**

May 2022 - Aug 2023 | Fresno, CA

- 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

**STUDENT IT TECHNICIAN**

Aug 2019 - Apr 2020 | Fresno, CA

- Investigated and corrected problems with wireless network access, software issues, and peripheral devices.
- Responded to support requests from end users and walked them through basic troubleshooting tasks.

### LION RAISINS

**IT/DATABASE MANAGER**

Jan 2018 - Jan 2019 | Selma, CA

- 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**

Apr 2017- Jan 2018 | Fresno, CA

- Supervised end-user support efforts, designing policies to establish consistent service guidelines and reliable ticket resolution.
- Maintained accurate records of all support requests to ensure consistent ticket progress.
- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.