

# Jeffrey Winters

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

## PROFESSIONAL SUMMARY

Experienced IT professional with a wide-ranging skill set encompassing coding, engineering, and a genuine enthusiasm for exploring new technologies. A collaborative team player with a commitment to continuous learning, I excel in leveraging my expertise to overcome challenges and achieve strategic objectives. With a down-to-earth approach and a commitment to staying current with industry trends, I'm eager to contribute to dynamic teams and drive positive outcomes through my passion for technology and innovation.

## SKILLS

### TECHNICAL SKILLS

- Proficient with prototyping
- Intermediate with automation
- Proficient with Linux
- Proficient with Python
- Intermediate with C++ and C
- Proficient with TCP/IP
- Proficient with Active Directory
- Familiar with systems administration
- Familiar with cluster computing
- Intermediate with network infrastructure

### SOFT SKILLS

- Problem Solving
- Communication
- Task prioritization
- Conflict resolution
- Flexibility
- Perseverance
- Adaptability
- Attention to detail
- Curiosity

### CERTIFICATIONS AND LICENSES

- CompTIA Network+
- CompTIA Security+
- FAA Remote Pilot (Expected 2024)
- FCC HAM Radio License - Technician Class

## EDUCATION

### UC MERCED

#### COMPUTER SCIENCE AND ENGINEERING, B.S.

Expected Spring 2025 | Merced, CA

- Competed in the Aqua Arcade Game Jam.
- Developed an automated camera system to record and upload footage of bee activity for research purposes.

### FRESNO CITY COLLEGE

#### COMPUTER ENGINEERING, A.S.

May 2023 | Fresno, CA

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

## WORK EXPERIENCE - PT. 1

### STUDENT REU INTERN - ANVIL CLUSTER

#### PURDUE UNIVERSITY

May 2024 - August 2024 | West Lafayette, IN

- Developed, built, and implemented a CI/CD system for researchers to utilize with the Anvil Cluster.
- Emphasized the incorporation of accessibility and usability in the system's design, ensuring that a diverse range of users could comfortably interface with the software.

### STUDENT SYSTEMS ADMINISTRATOR

#### UC MERCED

August 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 chat-bot.

### IT SUPPORT TECHNICIAN

#### FRESNO CITY COLLEGE

May 2022 - August 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.

### OVERNIGHT DISPATCHER

#### CONNER LOGISTICS

November 2020 - December 2021 | Fresno, CA

- Kept detailed track of all available driver personnel and all in-progress and completed freight lines.
- Directed investigations to verify and resolve customer complaints.
- Documented all changes in a computer tracking system.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.

## VOLUNTEER WORK

### YOUTH MENTOR

CARE FRESNO  
2019 | Fresno, CA

### FIRST LEGO LEAGUE INSTRUCTOR

LIDDELL ELEMENTARY  
2016 | Fresno, CA

## REFERENCES

### RYAN ROOKS

FRESNO CITY COLLEGE - IT TECHNICIAN  
(559) 860-8384

### VINSON LION

LION RAISINS - FARM MANAGER  
(559) 352-1130

### TIM BENNETT

THE PRESORT - IT MANAGER  
(615) 983-9200

## PERSONAL PROJECTS

- Built out a home research, fabrication, and prototyping lab.
- Constructed and modified multiple 3D printers to be utilized and operated via a web interface.
- Constructed and modified an off the shelf CNC router to use a hand router as the cutting tool.
- 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 information systems security 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.
- Designed and fabricated a nano form factor long range FPV drone.
- Fabricated and assembled an open source ergonomic ortholinear-split mechanical keyboard.
- Developed multiple video game proof of concepts in Godot, both for personal enjoyment and for Game Jam competitions.
- Designed and fabricated a propane blacksmith's forge.

## WORK EXPERIENCE - PT. 2

### MATH TUTOR

FRESNO CITY COLLEGE

July 2020 - December 2021 | Fresno, CA

- 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.

### STUDENT FRONT DESK IT TECHNICIAN

FRESNO CITY COLLEGE

August 2019 - April 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.

### IT/DATABASE MANAGER

LION RAISINS

Jan 2018 - Jan 2019 | Selma, CA

- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Configured, customized, and repaired devices 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.

### LEAD COMPUTER TECHNICIAN

PC STATION INC.

April 2017 - January 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.

### IT ASSISTANT

THE PRESORT

Jun 2016 - Mar 2017 | Dinuba, CA

- Provided the IT manager with direct assistance in the setup of new network infrastructure.
- Migrated hardware and software to the new facility location while ensuring minimal user impact.