

JOHN WYATT HAWES

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COMPUTER SCIENCE SOFTWARE DEVELOPER INTERN

Self-motivated, creative, 3rd year software development engineering student currently pursuing internships to apply my learnings to real-world experiences.

KEY AREAS OF EXPERTISE

- Full stack development
- Javascript / Typescript
- C++
- Python
- Node.js
- Java
- HTML / CSS
- Cisco DNA Center
- Cisco ISE
- iPSK Manager
- ServiceNow Ticketing
- Ekahau
- Bash
- Git
- Cross functional communication
- Problem Solving
- Mentoring / Tutoring / Training
- Interaction Design
- Collaboration

PROJECTS

(Public, private repositories available upon request)

Residential Network (ResNet) Ticketing Dashboard

Enhanced the UCSC Resnet ticket management dashboard, which uses the ServiceNow, WhenIWork, Trello, and Google Calendar APIs. I developed a bash script to automate the startup and connection of the ticketing system & open ticket dashboard between offices, which reduced a daily 10-20 minute task down to several seconds.

Do You Mind Bugs

Took a unique approach to circumvent the free-version, Construct Game Engine constraints. In this two-person project, I focused on the programming and development side of the project to overcome the 50 total 'if statements' limitation in the free version of the engine. By embedding game state into the animation file names, we were able to load and play all of the different animations without the use of any conditional statements. This approach also resulted in the Professor's recruitment of me as his paid Teaching Assistant.

Additional Projects and their Concepts

RESTful Email API - a full stack API using React, Node.js, Express, & Postgresql with 100% test coverage

Chess AI - using AI for prediction and optimization

Facial Recognition Tic Tac Toe - neural network creation, training, and usage

Snake Buddies - resolving development constraints in a team environment

Clicker Game - incremental development/enhancement while ensuring no downtime in the shipped product

Game Balance Mod - online publishing of a finalized product (11,000 downloads to date)

Discord Bot - use of existing APIs for a new use case

FlyTrap - managing development and platform constraints

SSH & RSA Key Cryptography - public/private key encryption and decryption

WORK EXPERIENCE

UNIVERSITY OF CALIFORNIA, Santa Cruz, Ca

Sept, 2022 - Present

Residential Network (ResNet) Services IT Network Technician

Diagnose, troubleshoot, and fix campus network issues for ~30,000 clients across ~700 buildings.

- Provided technical support and solved technical issues for clients in a fast paced, client-oriented environment
- Enhanced the office ticket dashboard (Raspberry Pi system) to help technicians troubleshoot and respond faster to clients
- On-boarded and trained new employees in office skills, troubleshooting techniques, and networking tools
- Worked closely with Cisco and Xfinity technicians to fix network issues

Teaching Assistant & Tutor, Baskin Engineering

Sept, 2023 - Present

- Specifically requested by professors due to my unique approaches to solving problems, teamwork, learning, and project management
- Explained computer science concepts to students
- Hosted tutoring sessions and answered computer hardware and software questions
- Led class sections and taught best practices

OUTDOOR SUPPLY HARDWARE, San Jose, CA

May, 2022 – Sept 2022

Customer Service & Sales Associate

Provided customer service and operational support in a retail environment including replenishment, product knowledge, teamwork, and active communication across multiple locations to ensure customer satisfaction

EDUCATION

UNIVERSITY OF CALIFORNIA, Santa Cruz (Graduating in June, 2025)

B.S. Computer Science Game Design (2021-2024)

Computer Science (Minor) (2024-2025)