John Wyatt Hawes

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EDUCATION

UNIVERSITY OF CALIFORNIA, SANTA CRUZ **Santa Cruz, CA**

Bachelor of Science (B.S.) In Computer Science: Game Design *Sept 2021 - June 2025*

Computer Science Minor *Sept 2021 - June 2025*

WORK EXPERIENCE

UCSC Residential Networking **Santa Cruz, CA**

Student IT Technical Support Specialist - ResNet Help Desk *Sept 2022 - Present*

- Used tools such as Cisco DNA Center, Cisco ISE, iPSK Manager, ServiceNow ticketing system, and Ekahau analyzers in order to diagnose, troubleshoot, and fix campus network issues for ~30,000 clients across ~700 buildings.
- Enhanced the office ticket dashboard (Raspberry Pi system) to help technicians troubleshoot and respond faster to clients in need.
- Worked closely with Cisco and Xfinity technicians in order to fix difficult network issues, communicating across companies with high levels of efficiency.
- Conducted training sessions for new technicians on networking software, troubleshooting techniques, and customer service in a fast-paced help-desk support setting using interactive presentations and activities.

Outdoor Supply Hardware **San Jose, CA**

Customer Service and Sales Associate *May 2022 - Sept 2022*

- Provided customer service in a retail environment which included, replenishment, product knowledge, teamwork, and active communication across multiple locations to ensure customer satisfaction.

Pioneer High School **San Jose, CA**

Teaching Assistant - Intro to Computer Science *Aug 2020 - June 2021*

- Provided teaching assistance and supported the instructor by explaining computer science concepts to students, reviewed and corrected submitted assignments, and answered computer software and hardware questions.

RELATED COURSEWORK

PROGRAMMING

- Artificial Intelligence**,** Computer Systems/Assembly Language**,** Computer Systems & C Programming**,** Data Structures & Algorithms**,** Advanced Programming (Multithreaded client/server application, OOP, etc.)**,** Intro to Python**,** Programming Abstractions: Python**,** Development Patterns (Refactoring)**,** Game Design Studio, Game Systems**,** Game Development Experience**,** Game Design Experience**,** Visual communication & Interaction Design

MATHEMATICS

- Multivariate Calculus**,** Linear Algebra**,** Discrete Mathematics**,** Calculus for Science**,** Engineering, and Mathematics A**,** Calculus for Science**,** Engineering**,** and Mathematics B**,** Vector Calculus

SKILLS

PROFICIENCY IN

- C++ Programming, C Programming, Python, JavaScript, x86 Assembly, Bash, Git

KNOWLEDGE IN

- Java, HTML, CSS, C#, Matlab, Godot Engine