

# John Wyatt Hawes

San Jose, CA

(408) 335-9478 (preferred contact) · [Wyatt.Hawes2003@gmail.com](mailto:Wyatt.Hawes2003@gmail.com)

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## Objective: Computer science, software engineering internship

Self-motivated, proactive student with a passion for solving problems and making technology “work smarter”.

## KEY AREAS OF EXPERTISE

- Troubleshooting and resolving technical problems
- Computer Software and Hardware Experience
- Collaboration and teamwork
- Interpersonal skills
- C, C++, Python, Java programming
- Tutoring and technical support
- Teaching Assistant
- Math Skills

## EXPERIENCE

**University of California Santa Cruz**, Santa Cruz, CA

**Technology Support Technician**

**2022 - Present**

Providing network support to UC faculty and students through a student-operated office managing and resolving issues over the phone, through email, and in person. Tracking down network issues on varying hierarchical levels by using enterprise software such as Cisco's DNA Center, Identity Service Engine, and iPSK.

**Outdoor Supply Hardware**, San Jose, CA

**Customer Service and Sales Associate**

**2022 - 2023**

Provide customer service in a retail environment through product knowledge, teamwork, and active communication to ensure customer satisfaction.

**Pioneer High School**, San Jose, CA

**2020 - 2021**

**Teachers Assistant - Intro to Computer Science**

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.

**Biketeacher.com**, San Jose, CA

**2021**

**Bicycle Mechanic Certification**

Obtained my bicycle mechanic certification with over 70 hours of hands-on experience working directly with customers and repairing bicycles.

## ADDITIONAL SKILLS AND EXPERIENCE

- Provided informal and formal computer software application and hardware support
- 80+ hours of combined community service with year-long climate change research project and support of the Castillero Music Booster Club (concert preparation, coordination, organization, and support)
- Tutoring colleagues in Mathematics (Algebra, Calculus, Trigonometry) and Computer Science;
- As a member of both the Castillero Middle School and Pioneer High School Chamber Orchestras, Performed in multiple concerts (cello), including Disneyland stage and recording studio.
- Clubs memberships: Google Developers at UCSC, and Game Design and Art Collaboration
- Bicycle mechanic repair certification (2021);