

John Wyatt Hawes

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EDUCATION

UNIVERSITY OF CALIFORNIA, SANTA CRUZ

Bachelor of Science (B.S.) Computer Science: Game Design

Computer Science Minor

Santa Cruz, CA

Sept 2021 - June 2025

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 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 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.

Teaching Assistant & Tutor

San Jose, CA

Tutor - Foundations of Video Game Design (UCSC)

Sept 2023 - Current

Teaching Assistant - Intro to Computer Science (Pioneer High School)

Aug 2020 - June 2021

- Professors requested I tutor as they liked my unique approaches to completing projects and teamwork.
- Provided teaching assistance and supported the instructor by explaining computer science concepts to students, hosting tutoring sessions, and answering computer software and hardware questions.
- Helped teach class sections about best practices while providing in-depth assistance on class topics/tools

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.

RELATED COURSEWORK

PROGRAMMING

- Full Stack Web Development, Artificial Intelligence, Computer Systems/Assembly Language, Computer Systems & C Programming, Data Structures & Algorithms, Advanced Programming (Multithreaded client/server application, OOP, AI), Programming Abstractions: Python, Development Patterns (Refactoring), Game Design Studio, Game Systems, Game Development Experience, Game Design Experience, Visual Communication & Interaction Design, Rapid Prototyping, Game Systems

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/C++ Programming, Python, JavaScript/TypeScript, x86 Assembly, Bash, Git, Java, HTML, CSS

KNOWLEDGE USING

- C#, Matlab, Godot Engine, Unity, Twine, Construct 3, Vite, React