D. Caine Winters

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Education

University of Florida   *January 2020 – December 2022*
Gainesville, FL   **Bachelor of Science in Computer Science**
- Cum Laude: 3.81
- Relevant classes: Programing Fundamentals I and II (Java and C++ focus), Computer Organization and Design, Data Structures and Algorithms, Operating Systems, Database Systems, Software Engineering, Computer & Information Security, Professional Communication for Engineers.
- Projects completed: Minesweeper game in C++ (individual), PageRank algorithm in C++ (individual), SQL Database application using Oracle Developer with JavaScript (team), Command Line Interpreter in C (partnered), Compiler in Java (partnered).

Valencia State College   *August 2018 – January 2020*
Orlando, FL   **Associate of Arts**
- Completed class requirements for Junior level entry into UF computer science major.
- Relevant classes completed included two programming courses: One in C and the other in C#.

Experience

Apple Inc.   *May 2022 – August 2022*
Sunnyvale, CA   **Software Engineer Intern**
- Infrastructure project to automate server configuration deployment impact analysis for Content Delivery Network.
- Work based in Go programming language.
- Collaborated with internal machine-learning team to leverage their analysis service.
- Guidance provided by senior technical mentor and team manager.
- Presented project/internship summary presentation to senior leadership.
- Several tangential activities such as training, professional development, charity work, networking, and social events.

Apple Inc.   *May 2021 – May 2022*
Remote   **At Home Advisor**
- Supported iOS, iPadOS, watchOS, iCloud, and AppleID.
- Utilized critical thinking to analyze and resolve customer issues.
- Enriched the customer experience by offering additional information during calls.
- Adapted to communication style of customers over the phone to achieve 95% Customer Satisfaction.
- Balanced multiple tasks simultaneously to achieve business goals.

Del Frisco's Double Eagle Steakhouse   *January 2019 – August 2020*
Orlando, FL   **Server**
- Worked individually and with teams of servers to provide precision service to several guests concurrently in an extremely busy environment.

JB Duke Hotel at Duke University   *May 2017 – June 2018*
Durham, NC   **Food and Beverage Manager**
- Department-head leader responsible for all four food and beverage outlets of hotel.
- Used problem solving skills to create a spreadsheet system that automated tip distribution between four departments and seven positions with macros to export to accounting department. Made use of debugging techniques to maintain and update as needed.
- Used analytical talents during monthly review of P&L performance with director of operations to resolve loss outliers and missed profit targets.
- Continued property opening projects (hotel opened five months before I was brought in): established standards of service, revised staffing levels, structured management team for better productivity.
- Led team of six managers: two bar managers, two restaurant managers, two MITs/supervisors, plus staff.
- Member of collaborative leadership team including director of marketing and director of operations to establish special events, marketing ideas, and happy-hour projects such as tailgate menus for home football games, game day menus for home basketball games, jazz nights, etc.
- Administered HR components of department: recruiting, manager development and performance reviews, serious and progressed disciplinary matters.
- Coached managers in lower-level HR matters such as hourly employee development and performance reviews, training, minor disciplinary matters.
- Used critical thinking skills towards scheduling for leaders and staff of all food and beverage departments.

San Angel Inn Restaurant at Disney World's Epcot   *October 2013 – May 2017*
Orlando, FL   **General Manager**
- Extremely fast-paced/high volume operation serving more than 1000 guests every day depended on synergy and team contribution from the entire staff including leadership.
- Reestablished good relations with the employee's Union that was marred by previous managers and fostered a previously unseen level of positive morale.
- Selected by executive committee to be project-lead of team writing an entirely new discipline section for Union Contract.

Skills
- Programming Languages: Go, C, C++, C#, assembly, Java, SQL, JavaScript.
- Project Management: Git, Agile, Quip.
- Productivity Applications: Microsoft Office.
- Object Oriented Programming
- Data Structures and Algorithms