



# Jonathan Wayne Snodgrass

Game Design & Cybersecurity (Student)

## SUMMARY

Motivated student pursuing associate degrees in Cybersecurity and Simulation & Game Design, with hands-on experience gained through coursework, labs, and personal projects. Skilled at troubleshooting, working with Linux systems, and building secure networks, while also exploring 3D modeling, level design, and game engines. Brings a strong customer service background, adaptability, and teamwork skills developed over 8 years in service industries, now applying them to technical and creative problem-solving.

## EXPERIENCE

### Manufacturing Technician II — Eaton Corporation

Fayetteville, NC • Oct 2023 - Present

- Assembled components following engineering specifications and technical drawings.
- Performed quality assurance checks to ensure compliance with ISO and company standards.
- Collaborated with engineering teams to troubleshoot and resolve production challenges.
- Maintained detailed documentation of work processes and product outputs.

### Customer Service Representative — GSP Transportation

Fayetteville, NC • Jan 2022 - Oct 2023

- Handled rental reservations, account management, and customer inquiries across multiple storefronts.
- Implemented system updates and maintained accurate vehicle documentation.
- Coordinated vehicle detailing and ensured availability of fleet vehicles.
- Delivered clear communication and efficient service, improving customer satisfaction.

### Dispatcher — AM Communications

Lubbock, TX • Jun 2019 - May 2021

- Assigned technicians to service calls, balancing efficiency with customer needs.
- Troubleshoot account issues and escalated technical errors as necessary.
- Maintained scheduling systems and tracked job completion to meet KPIs.
- Served as a key link between field technicians, management, and customers.

### Floral Designer — Marble and Company

Lubbock, TX • Oct 2021 - Dec 2021

- Designed and executed displays with clients.

### Sales Associate / Event Coordinator — Southern Elegance Candle Co.

Fayetteville, NC • Jul 2021 - Oct 2021

- Customer service and private event coordination.

## CONTACT

**Location:** Fayetteville, NC

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## EDUCATION

### Associate's (In Progress)

Cybersecurity

Fayetteville Technical Community College

### Associate's (In Progress)

Simulation & Game Design,  
Computer Science

Fayetteville Technical Community College

### High School Diploma

Lubbock Cooper High School (2015)

## SKILLS

- Unreal / Unity
- Wireshark / tcpdump
- Blender / 3D
- HTML / CSS / UI
- Python / Scripting
- Linux / Ops

## STACK

- Python, Java, JavaScript, HTML/CSS
- Linux, Networking, Firewalls, LAN, Wireshark
- Blender, Unreal, Unity, Photoshop
- MS Office (Word, Excel, PowerPoint, Publisher)

## STRENGTHS

- Clear communicator, customer rapport
- Reliable, flexible, detail-oriented
- Team-focused, quick learner
- Calm under pressure