

Quinn Bates

quinnbates.com | 408-813-3171 | quinnbates@gmail.com | [linkedin.com/in/quinnbates](https://www.linkedin.com/in/quinnbates)

EDUCATION

Santa Clara University
Mechanical Engineering

Santa Clara, CA
Expected Graduation Date: June 2024

WORK EXPERIENCE

Pinewood School

Information Technology Specialist

Los Altos Hills, CA
June 2017 - September 2022

- Provided tech support to 3 campuses, 140+ staff members, and 600+ students at a K-12 school with a one-to-one student iPad policy.
- Used ticketing systems to manage and process support actions and requests.
- Resolved escalated issues by serving as subject matter expert on JAMF, the Mobile Device Management system.
- Spearheaded large scale rollout of JAMF MDM to faculty, staff and students
- Developed and maintained strong relationships with staff members to deliver exceptional support and problem resolution.
- Created support documentation that enabled the user community to extend skills, leverage system features and find resolutions to questions without intervention from the support team.

RELEVANT COURSEWORK - PROJECTS

Santa Clara University

ELEN 131 - Introduction to Robotics

Santa Clara, CA
April 2022 - June 2022

- Robot programming using python and Robot Operating System (ROS), joint-space trajectory planning, and linear PID control for manipulators.

MECH 143 - Mechatronics

Planned January 2023 - March 2023

- Design and integration of electromechanical components and systems, use and integration of sensors, microcontrollers, and actuators.

ENGR 1L - Introduction to Engineering Lab

January 2021 - March 2021

- Designed and constructed a robotic gripper using an Arduino microcontroller, servo and stepper motors, a joystick, and laser cut plywood.
- Designed and constructed a desk-mounted robot which scans for trash and displaces it into a trash can using an Arduino microcontroller, servo and stepper motors, an ultrasonic distance sensor, and laser cut plywood.

LEADERSHIP EXPERIENCE

Boy Scouts of America

Troop Guide

San Jose, CA
November 2018 - May 2020

- Led activities for groups of 5-10 scouts aged 10-18 in weekly meetings
- Participated in monthly planning meetings for weekly activities and camping trips
- Mentored individual scouts through rank progression in one-on-one sessions after weekly meeting
- Achieved the rank of Eagle Scout

SKILLS

Skills: SOLIDWORKS, Onshape, MATLAB, C++, Python, Rapid Prototyping & 3D Printing, JAMF Mobile Device Management, Microsoft Office

INTERESTS

Interests: Robotics, 3D Printing, CAD, Baseball, Football, Travel, Video Games, Customizing and Assembling Computers, Reading, Music