

# Jacob Goldstein

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Computer Science graduate (University of Pittsburgh, 2025, **Cum Laude**) pursuing hands-on IT support, help desk, desktop support, field support, and junior infrastructure roles. Professional experience troubleshooting Windows and Linux systems, supporting users, and working across hardware, networking, DNS/SSL, Apache, WordPress, AWS, Docker, Python, and SQL environments. Known for methodical troubleshooting, clear ticket and process documentation, and learning unfamiliar systems quickly.

## TECHNICAL SKILLS

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|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Support & Troubleshooting | IT troubleshooting, user support, hardware troubleshooting, ticket documentation, technical documentation, escalation, Windows fundamentals |
| Systems & Networking      | Linux, DNS, SSL/TLS, networking fundamentals, Apache, WordPress, SFTP, permissions, NVIDIA GPU workstations                                 |
| Cloud & Automation        | AWS (Lambda, S3, SAM, CloudFormation), Docker, Kubernetes fundamentals, Bash, Python, SQL, Git, GitHub Actions, REST APIs                   |

## PROFESSIONAL EXPERIENCE (INTERNSHIPS)

### Lead Systems & Infrastructure Technician (Internship) — *University of Pittsburgh, Visual Media Workshop*

May 2025 – Aug 2025 · Pittsburgh, PA

- Provided technical support and infrastructure assistance for a specialized university research team of 3.
- Supported Linux/server-side systems: **Apache configuration, DNS changes, SSL transfer, SFTP migration**, and a WordPress Multisite migration, troubleshooting permissions and deployment issues along the way.
- Maintained **100% uptime** during migrations by validating hardware, SSL/DNS, and deployment paths.
- Monitored NVIDIA GPU workloads for AI training and performed daily throughput benchmarking.
- Automated retrieval and restructuring of hierarchical data via Python to preserve researcher data.

### System Developer (Internship) — *Pricing Empowered*

May 2024 – Aug 2024 · Hudson, OH (Remote)

- Deployed and supported 4 Lambda functions across 3 environments using **AWS SAM**, reducing deployment time from hours to minutes.
- Documented deployment steps and collaborated with front-end teams to troubleshoot API and latency issues.
- Integrated RESTful API endpoints and supported staging/production release workflows using Python and SQL.
- Implemented GitHub Actions/AWS SAM CI/CD pipelines, reducing deployment errors by ~50%.

## TECHNICAL PROJECTS (PERSONAL / INDEPENDENT)

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### Local Kubernetes Lab & Linux Infrastructure Practice — [github.com/jakegold1647/k8s-fundamentals](https://github.com/jakegold1647/k8s-fundamentals)

Apr 2026 – May 2026

- Provisioned local clusters using Kind and Bash; scripted lifecycle management to monitor pod networking and service discovery.
- Configured Docker applications to test stability under CPU/RAM resource constraints.
- Documented setup steps and common failure points to support repeatable troubleshooting.

### OpenFall — Edge Fall-Detection Prototype — [github.com/jakegold1647/OpenFall](https://github.com/jakegold1647/OpenFall)

Jan 2026 – Mar 2026

- Developed an edge fall-detection prototype using state machine logic to reduce inference noise and false-positive triggers.
- Documented setup and testing steps for reproducible deployment on edge hardware.

### Evaluating the Impact of Caption Semantics on Diffusion Model Outputs — *Visual Media Workshop (academic research)*

May 2025 – Aug 2025

- Fine-tuned Stable Diffusion v1.5 models using a 6,737-image dataset; presented GPU workload performance findings to the Pitt research cohort.

## EDUCATION

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### B.S. Computer Science, Cum Laude — *University of Pittsburgh*

2025

- Secondary Field: Applied Mathematics and Statistical Computing.
- Coursework included robotics and ROS (Robot Operating System) — academic experience.

## CERTIFICATIONS

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- AWS Certified Solutions Architect – Associate: **candidate, expected mid-to-late July 2026** (in progress, not yet earned).

## ADDITIONAL HANDS-ON EXPERIENCE (PERSONAL, NON-PROFESSIONAL)

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- Personal computer building: component selection, assembly, upgrades, and troubleshooting of my own machines.
- Home lab and home network used as a testing environment for Linux, Docker, and Kubernetes practice.