

# Jeffrey J. Waters

Founder & Software Developer | Semiconductor Manufacturing Specialist | Behavioral Health Technician

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## CORE COMPETENCIES

AI-assisted development

Hermes Agent workflows

Desktop app product planning

Mac/Windows app distribution

Software documentation

Support workflows

Website/product-page management

Rapid Thermal Processing

CVD remote operations

Clean-room factory support

Preventive maintenance

Process control

Hazardous gas systems

Precision robotics

Component-level troubleshooting

## PROFESSIONAL SUMMARY

Multidisciplinary professional with more than 30 years of experience spanning AI-assisted software development, semiconductor manufacturing, high-energy physics research instrumentation, defense electronics, cryptocurrency mining infrastructure operations, recovery-support services, pharmacy operations, hospitality, and retail leadership. Known for disciplined troubleshooting, clear documentation, customer-facing technical support, process control, safety execution, and calm performance in high-accountability environments. Currently founder of Walter Claw Software LLC, building practical Mac and Windows desktop tools with modern AI-agent workflows while drawing on decades of mission-critical operations experience.

## SELECTED CAREER HIGHLIGHTS

- Founded Walter Claw Software LLC in 2026 and built a focused desktop software product line for creators, small teams, transcript workflows, bug-report handoffs, YouTube banner checks, and app icon packaging.
- Spent approximately 21 years supporting Intel semiconductor manufacturing operations through AG Associates/STEAG and Intel Corporation, including Fab 12, Fab 22, and Fab 32 in Chandler, Arizona.

High-speed data acquisition

High-density computing infrastructure

Mining hardware repair

Network infrastructure

Power management

Calibration

Equipment qualification

Recovery-support services

Group facilitation

Client documentation

Customer service

## QUICK FACTS

### CURRENT

Founder, Walter Claw Software LLC

### EXPERIENCE

30+ years across software, semiconductor manufacturing, cryptocurrency mining infrastructure operations, research instrumentation, defense electronics, behavioral health, pharmacy, hospitality, and retail leadership.

### SEMICONDUCTOR

Approximately 21 years supporting Intel manufacturing operations through AG Associates/STEAG and Intel Corporation.

- Solved a critical signal-integrity problem involving FASTBUS high-speed data acquisition electronics for CERN, leading to technical travel to CERN in Geneva, Switzerland and Heidelberg University in Germany.
- Transitioned into behavioral-health work after achieving long-term sobriety, supporting men in recovery through one-on-one assistance, group facilitation, recovery classes, and clinical documentation.

## PROFESSIONAL EXPERIENCE

### ● Founder & Software Developer · Walter Claw Software LLC

Vernon, AZ / Remote · March 2026 - Present

- Founded an Arizona software company focused on practical desktop tools for creators, small teams, and developer-facing workflows.
- Designed, built, packaged, and distributed Mac and Windows desktop applications through Microsoft Store, Apple App Store, and direct-download channels.
- Created product workflows for YouTube transcript fetching, transcript cleanup, bug-report/repro-packet generation, YouTube banner safe-area checking, and app icon bundle creation.
- Use AI-agent workflows, primarily Hermes Agent, to organize projects, refine requirements, generate implementation plans, test features, write support content, and iterate on product design.
- Manage the company website, product positioning, support documentation, release notes, store listings, user-facing copy, and direct customer-support channels.

## STRENGTHS

Disciplined troubleshooting, clear documentation, safety execution, customer-facing technical support, and calm performance in high-accountability environments.

## EDUCATION

### Relevant Coursework · Grand Canyon University

Phoenix, AZ · April 2024 -  
August 2024

Counseling with an emphasis on addiction, chemical dependency, and substance abuse; GPA: 4.0.

### Deacon Formation Program (1.5 years completed) · Kino Institute, Diocese of Phoenix

2007

Completed 1.5 years of the two-year Deacon Formation Program with aspirations of becoming a Deacon.

### Diploma, Electronics Engineering Technology · Metropolitan Technical Institute

Fairfield, NJ · September 1985  
- September 1987

## Behavioral Health Technician · Waypoint Recovery

Vernon, AZ · January 2024 - November 2025

- Provided direct one-on-one behavioral health support and counseling to men in residential recovery while maintaining strict professional boundaries, confidentiality, and therapeutic accountability.
- Facilitated group therapy sessions and led instructor-led recovery classes, preparing and delivering educational presentations followed by interactive question-and-answer discussions to build practical recovery skills and self-awareness.
- Owned all clinical documentation, accurately recording individual sessions, group participation, and class outcomes in the behavioral health record system to ensure continuity of care, regulatory compliance, and proper billing support.

## Head Cashier · Lowe's Home Improvement

Show Low, AZ · May 2023 - April 2024

- Led front-end operations, overseeing cashier team workflow, providing overrides, resolving complex customer issues, and ensuring a smooth, positive checkout experience for all customers.
- Managed daily opening and closing of the front end, supervised cash handling procedures, performed accurate cash intake and outtake, and maintained full accountability for register accuracy.
- Trained, coached, and supported cashiers while delegating tasks, monitoring breaks, and maintaining a clean, safe, and well-organized front-end environment.

Two-year full-time Electronics Engineering Technology program; GPA: 3.9.

## **CREDENTIALS & BACKGROUND**

- Former Secret security clearance for defense electronics and sensitive high-speed data acquisition equipment; inactive.
- Former mil-spec component-level manufacturing certification for defense electronics production.
- FAA Single Engine Land pilot certificate earned in 1988.

## **Electronics Service Engineer · Dynamic Power Sources LLC**

Lakeside, AZ · October 2021 - March 2023

- Managed 24/7 operations of an 8-megawatt cryptocurrency mining colocation and hosting facility, overseeing client ASIC miner installation, performance monitoring, hash rate optimization, evaporative cooling management, and uptime across multiple high-density computing bays.
- Leveraged 30+ years of semiconductor manufacturing and electronics troubleshooting expertise to diagnose, repair, and maintain mining hardware, server components, power distribution systems, and high-density infrastructure in a live multi-megawatt production environment.
- Maintained and optimized critical facility systems including fiber optic network connectivity, mining pool integration, surge protection, and cybersecurity protocols to ensure secure and reliable operation for international hosting clients.
- Coordinated high-voltage power management and electrical infrastructure in partnership with the facility electrical team and local utility cooperative, supporting continuous 24/7 operation while controlling energy costs in a facility consuming power equivalent to approximately 1,200 homes.
- Delivered technical client support, managed equipment onboarding and repairs, and provided optimization guidance while maintaining facility security, monitoring systems, and overall operational reliability for a global client base.

## ● Pharmacy Technician Trainee · Safeway Pharmacy

Show Low, AZ · October 2021 - October 2022

- Supported prescription fulfillment by accurately retrieving, counting, labeling, and preparing medications under direct pharmacist supervision while maintaining strict attention to detail and patient safety.
- Delivered excellent patient-facing service, assisted with prescription drop-offs and pick-ups, processed insurance claims, handled refill requests, and updated patient profiles in the pharmacy system.
- Managed medication inventory, stocked shelves, performed inventory counts, and helped maintain a clean, organized, and professional pharmacy environment.

## ● Night Auditor · Wyndham WorldMark

Pinetop, AZ · April 2019 - May 2020

- Managed overnight front desk operations at a Wyndham timeshare resort, delivering guest services including check-in/check-out, reservation updates, and issue resolution until closing.
- Conducted comprehensive nightly audits, verifying revenue, reconciling ledger accounts, posting room rates and taxes, and preparing accurate financial and operational reports for management.
- Ensured smooth shift transitions by maintaining confidentiality of guest information and providing detailed handoff briefings to the morning team on outstanding requests and issues.

## ● **Stocker Associate · Walmart**

Show Low, AZ · February 2019 - March 2019

- Managed inventory in the backroom, assisted with truck unloading, organized merchandise, stocked shelves, and supported customer service in a fast-paced retail setting.

## ● **Senior Grade 57 Semiconductor Manufacturing Technician · Intel Corporation**

Chandler, AZ · August 2000 - February 2017

- Sustained high-volume semiconductor manufacturing operations through complex maintenance, repair, and qualification of Rapid Thermal Processing equipment, precision wafer-handling robotics, hazardous gas delivery systems, and associated process control systems in a cleanroom environment.
- Performed advanced troubleshooting, calibration, and preventive maintenance on sophisticated semiconductor processing tools, utilizing Statistical Process Control, defect analysis, and data-driven methods to maintain process stability and maximize equipment uptime.
- Led technical teams, developed and executed preventive maintenance programs, and trained personnel on safety protocols including Control of Hazardous Energies while collaborating closely with engineering to integrate new technology and improve operational reliability.
- In final two years, transitioned to Intel's Remote Operations Center, remotely operating and monitoring Chemical Vapor Deposition toolsets from centralized ergonomic workstations using comprehensive real-time monitoring systems.

## • **Field Service Engineer · AG Associates / STEAG Electronic Systems**

Sunnyvale, CA / Chandler, AZ · June 1995 - August 2000

- Hired as part of a four-person field service engineering team supporting Intel Fab 12 under a five-year Rapid Thermal Processing equipment support contract.
- Performed on-site installation, process qualification, maintenance, repair, customer training, and engineering support for RTP semiconductor manufacturing equipment.
- Covered 24/7 fab operations across assigned shifts, beginning on night shift and later moving to day shift; became the sole remaining AG/STEAG field service engineer on-site during the final contract year.
- After the Fab 12 site contract ended, worked from STEAG's Arizona Research Park office supporting Motorola sites in the Phoenix area and traveling to Intel sites outside Fab 12 until Intel direct-hire eligibility was satisfied.

## • **Voice Response Systems Support · Syntellect**

Phoenix, AZ · 1994 - 1995

- Installed, configured, and integrated Syntellect VocalPoint IVR systems — powered by IBM DirectTalk/2 running on OS/2 — into diverse customer PBX and network environments nationwide.
- Performed 2-3 full system installations per week, traveling to client sites to deliver complete turnkey solutions, including telephony integration, network connectivity supporting Token Ring and Ethernet, and custom application development.
- Utilized REXX scripting and OS/2 system tools to customize voice response applications and troubleshoot complex multi-vendor telephony configurations.

## ● **Electronics Technician · LeCroy Corporation**

Chestnut Ridge, NY · January 1990 - October 1994

- Manufactured, tested, troubleshoot, calibrated, and provided field support for high-speed data acquisition electronics used in high-energy physics experiments at leading research facilities worldwide, including CERN.
- Worked across multiple product lines from legacy NIM and CAMAC systems through FASTBUS and VME modular architectures, supporting precision timing, signal acquisition, and multi-channel data readout for particle accelerator experiments.
- Thrived in a highly technical R&D environment surrounded by PhD physicists, engineers, and programmers, working with early PC-based test systems featuring legacy 8-inch floppy drives on CAMAC test computers and custom low-level software, while immersed in digital signal analysis, high-speed electronics, and precision test instrumentation.
- Diagnosed and resolved critical signal-integrity and timing issues on FASTBUS modules supporting CERN experiments, resulting in technical collaboration trips to CERN in Geneva, Switzerland and Heidelberg University in Germany.

## ● **Electronics Assembler · Motorola Government Electronics Group**

Scottsdale / Phoenix, AZ · October 1987 - August 1989

- Assembled and performed quality assurance on AGM-122 Sidearm anti-radiation missile systems at Motorola's Government Electronics Group.
  - Specialized in SIDEARM missile nosecone radar seeker assemblies, including precision radar antenna gimbal balancing in a cleanroom environment while maintaining Secret security clearance and mil-spec certification.
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