

Devin Fawcett

Tacoma, WA | Devin.Fawcett@gmail.com | <https://dfawcettportfolio.github.io/GitHubPage/>

SUMMARY

Highly capable and adaptable professional with a strong foundation in analytics, efficiency, and productivity. Air Force veteran with 6 years of honorable service and a proven ability to solve problems independently and collaboratively in high-pressure environments.

EDUCATION

- Bachelors of Science in Information Technology from University of Washington Tacoma, awarded June 2025 (Dean's list)
 - Enterprise System Administration & IT Services: configuring and managing LDAP, DNS, and DHCP environments.
 - Application Services: Experienced with Apache Web Server, MySQL/MariaDB, SendMail, Bugzilla, and IRCd.
 - Remote Access & Administration: Skilled in RDP, SSH, and PowerShell remoting for effective remote management.
 - ABET-Aligned Outcomes: Strong foundation in problem analysis, solution design, effective communication, ethical decision-making, teamwork, and secure technology integration.

SKILLS AND EXPERIENCE

- Held various Customer Service positions.
 - Experience in conflict resolution, deescalation, customer service, professionalism, various industry platforms such as Rossware.
- Participate in weekly group event, 4-7 hour commitment with a consistent group of 5-7 regular members.
 - Experience in collaborative problem-solving, teamwork, planning, group communication, conflict management, consistency, record keeping, and commitment.
- Created Business Management System with credential-based access to track Inventory and create Order Requests for service.
 - Experience in SQL, database management, C#, platform development.
- Created apps for Android devices
 - Experience in Android Studio, app development, Kotlin
- Data Entry of medical records.
 - Experience in accuracy, data entry, typing speed, confidentiality.
- Worked as sole 911 Fire and Medical Dispatcher on shift (12 hrs.) for population of approximately 15,000; trained multiple other dispatchers to 100% certification rate.
 - Experience in emergency/crisis management, conflict management, organization, record keeping, cross-department and multi-organizational coordination, composure in high-stress environments, phone etiquette, radio etiquette, email etiquette, multi-channel dispatch, training.
- Handling of Hazardous Materials.
 - Experience in SDS, Hazmat placards and UN numbers, PPE including respirators, OSHA regulations including HAZWOPER.
- Built and maintain my own PC, as well as various other projects.
 - Experience in hardware repair and assembly.