

# Devin Fawcett

Tacoma, WA | [Devin.Fawcett@gmail.com](mailto:Devin.Fawcett@gmail.com) | <https://dfawcettportfolio.github.io/GitHubPage/>

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## 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.

## SKILLS

*Professional Skills:* Strong skills in data entry, technical writing, documentation, professionalism, emergency management, conflict resolution and deescalation, and customer service including phone and email etiquette. Uses audience-specific communication to convey complex concepts clearly to technical and non-technical stakeholders.

*Technical Skills:* Experience with SQL Server, SQLite, MariaDB, building and maintaining database architecture, stored procedures, triggers, indexing, and security best practices. Familiar with IP networking, Linux administration, Bash scripting, virtualization, remote system management, and configuration of LDAP, DNS, and DHCP services. Proficient in C#, Java, Python, Kotlin, HTML/CSS; experienced with .NET frameworks, client-server architecture, and full-stack application development. Knowledgeable in digital forensics tools and threat modeling (STRIDE). Experience building, repairing, and maintaining hardware and software including desktop computers and laptops.

## EDUCATION

- Bachelor of Science in Information Technology from The University of Washington Tacoma, awarded June 2025 (Dean's list)

## HISTORY

### **Pursuit of Higher Education | March 2022 – June 2025**

### **UPS Warehouse Associate | November 2019-August 2022**

- Unloaded delivery trucks, maintaining high flow rates
- Handled daily sorting and movement of hazardous materials and irregular parcels

### **Career Transition & Independent Work | 2018–2020**

- Delivered informal tech support and troubleshooting to individuals and small businesses
- Translated complex technical issues for non-technical users and resolved customer inquiries
- Adapted quickly to short-term roles, maintaining professionalism across varied environments
- Used transition period post-military to build workplace readiness and communication skills

### **Telecommunications (911 Operator), United States Air Force | 2016-2018**

- Answered emergency phone lines, managing high-stress interactions with composure
- Coordinated emergency response with internal and external agencies
- Trained multiple new operators, achieving a 100% certification rate
- Worked reliably within 1-minute response windows to dispatch EMT, Fire Services, and Paramedics on emergencies
- Performed administrative duties including record-keeping, call handling, and service coordination

### **Firefighter, United States Air Force | 2012-2016**

- Operated multiple classifications of vehicles with zero incidents
- Performed fire ground operations, including asset protection and facility evacuation
- Provided coverage for more than 35 square miles of base territory and 50+ B-52 aircraft