

Devin Fawcett

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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.

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

- 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.
- 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 management, conflict management, composure under stress.
 - Organization, record keeping, cross-department, and multi-organizational coordination.
 - Demonstrated professional communication across phone, radio, and email by maintaining clarity, courtesy, and etiquette, multi-channel dispatch training.
- Held various Customer Service positions.
 - Independently resolving complex issues, technical inquiries (such as guided troubleshooting), and transaction requests.
 - Experience in conflict resolution and de-escalation.
 - Various industry platforms, such as Rossware.
- Data Entry of medical records.
 - Experience in reviewing and maintaining accuracy.
 - Heavy data entry, typing speed, confidentiality.
 - Strong attention to detail, to ensure high-quality work and prevent data entry errors.
- Built and maintained personal computers.
 - Experience in hardware repair and assembly.
 - Proficient in troubleshooting, upgrading, and maintaining hardware, and software components.