

Shawn Dunn

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GitHub: github.com/Sdunn235

Professional Summary

IT-focused technician with hands-on experience building and configuring PCs, troubleshooting hardware/software issues, and supporting technical systems. Skilled in imaging, inventory management, and user support, with a strong background in precision manufacturing and a year of technical apprenticeship training. Recognized for adaptability, problem-solving, and training ability in fast-paced environments. Currently advancing IT education with coursework in C#, Java, JavaScript, Web Development, SQL, and systems support.

Technical Skills

- **Hardware:** PC building, imaging, upgrades, diagnostics, component installation
- **Software/Systems:** Windows 10/11, Microsoft Office, Git/GitHub, SolidWorks, Excel (advanced)
- **IT Knowledge:** Networking fundamentals, OS deployment, system troubleshooting, documentation practices
- **Programming (in progress):** Python, C#, Java, JavaScript, SQL, Web Development
- **Other Tools:** SAP, JD Edwards, Lean manufacturing, process improvement

Education & Training

Waukesha County Technical College (WCTC) — In Progress

Associate Degree in Computer Science & Web Development

- Current semester: C#, Java, JavaScript, Web Development, SQL
- Completed: Python, Networking fundamentals, Systems support
- Practical projects: github.com/Sdunn235

Apprenticeship — EDM Technician — 1 Year Completed (2023–2024)

- Training in CAD/CNC programming, precision systems, and cross-disciplinary troubleshooting

Certifications

- Documentation Boot Camp Certification (2011)
- Leadership Training Certificate (2010)
- CNC Tube Laser Programming & Operation (2018, 2020)

Projects

- **Python Tower Defense Game (GitHub):** Built with Pygame; modular enemy behavior, projectile logic, basic UI. Demonstrates programming, debugging, and version control.
- **PC Build & Configuration:** Custom Windows 11 development workstation; drivers installed, performance optimized, networking configured.
- **Coursework Labs:** Scripts and exercises in Python, early IT automation, and support practice (see GitHub).

Professional Experience

Technician — Gromax, Milwaukee, WI
Feb 2024 – Aug 2025

- Supported technical operations in a manufacturing environment while cross-training into IT and systems troubleshooting.
- Applied structured problem-solving to workflow issues, reinforcing adaptability to new technologies.
- Contributed to inventory and process accuracy, directly transferable to IT imaging and deployment tasks.

CNC Programmer / Technician — Ultra Fiberglass Systems, Milwaukee, WI
May 2021 – Jan 2024

- Programmed, configured, and maintained CNC systems; ensured accurate technical setup and execution.
- Authored process documentation and trained operators (clear, user-focused technical communication).
- Managed cut lists and workflow in Excel, improving efficiency and accuracy.

CNC Programmer / Operator — Wisconsin Steel & Tube, Milwaukee, WI

Oct 2020 – May 2021

- Programmed and operated advanced machinery; coordinated technical processes; troubleshoot software/hardware issues.

Shift Lead / Technician — Sanborn Tube Sales, Pewaukee, WI

Sep 2019 – Oct 2020

- Led second-shift operations; trained and supported team members; enforced SOP, safety, and quality checks.
- Assisted with continuous improvement initiatives and work-order accuracy.

Shipping & Receiving Operator — Gleason Cutting Tools, Loves Park, IL

Jun 2014 – Jul 2015

- Packaged, shipped, and inventoried tools/equipment for national and international distribution.
- Built logistical discipline applicable to IT inventory and PC imaging/shipping workflows.

Earlier Career (2008–2013, summarized):

Line Lead at Anderson Packaging; Merchandiser at Dr Pepper/Snapple; multiple machine-operator roles. Built leadership, customer service, and technical adaptability.

Additional Information

- Strong background in technical system troubleshooting, process documentation, and user training.
- Reliable, team-oriented, and comfortable in fast-paced, accuracy-critical environments.

