

DONALD CASWELL

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SUMMARY

Ambitious and detail-oriented Analyst with hands-on experience in network management, diagnostics, and security protocols. Dedicated to optimizing network performance and security, minimizing downtimes, and supporting high-availability environments. Use and installation of best security practices focusing on Cybersecurity and overall security of infrastructure and information is a top priority.

EXPERIENCE

Foresite Cybersecurity, Security Analyst 1

Nov 2016 - Present

Managed incoming events using ProVision SIEM, ensuring timely resolution by triaging and escalating as needed, reducing incident response time.

Utilized EDR platforms for thorough investigation and resolution of security events, enhancing security posture and reducing threat impact.

Upgraded firewalls to ensure the latest security measures are in place, improving network security and compliance with industry standards.

Dragonfly MSP, Network Technician (Contract)

Apr 2024 - Jul 2024

Routed network cabling, adhering to 100% on-time delivery for setup schedules, supporting seamless network installation.

Performed diagnostics to assess network performance, identifying issues in existing infrastructure for immediate resolution.

Actively supported organization-wide IT initiatives, sharing insights on network optimization to enhance overall productivity.

Career Break

Jul 2019 - Apr 2024

Engaged in continuous learning in cybersecurity and network management, including coursework at Centriq and CTU.

Completed advanced technical labs, self-paced projects, and developed proficiency in problem-solving and troubleshooting.

Enhanced security posture by applying knowledge from advanced technical labs and self-paced projects, improving incident response efficiency.

Cerner Corporation, Technical Support Engineer

Oct 2017 - Jul 2019

Resolved alarms and system degradation issues using Cerner's Alarm Manager (CAM), improving incident response efficiency.

Addressed Windows and Linux server issues by cycling servers and utilizing VMWare, reducing server-based alarms.

Collaborated with Situation Managers in the Incident Response Center to resolve network outages, enhancing system reliability and compliance.

Cerner Corporation, Support Analyst

Jun 2016 - Oct 2017

Resolved network outages and system degradation instances classified as tier 1-3, improving incident response efficiency by 95% by working with the Incident Response Center and Situation Managers.

Utilized SOPs and Workflow charts to resolve issues and updated KBA's and technical documentation, ensuring resolutions were documented in the Remedy ticketing system, enhancing compliance and knowledge sharing.

Served as a SME for several applications, providing cross-training and support during 7pm-7am shifts with no tier 2-3 level support, ensuring continuous operational efficiency and support.

DIRECTV, Warehouse Manager

Oct 2006 - Dec 2010

Managed warehousing and distribution of equipment worth several hundred thousand dollars, ensuring timely and accurate delivery to field technicians.

Reorganized warehouse operations, improving efficiency by implementing new standards and practices, resulting in a more streamlined workflow.

Utilized Excel for forecasting and ordering materials, supporting 25 technicians in performing installations and services independently.

Lake City Ammunition Plant, CEMUS Quality Control Computer Operator

Sep 2004 - Oct 2006

Performed advanced adjustments, diagnostics, and preventative maintenance on high-speed ammunition manufacturing equipment, ensuring compliance with DoD standards.
Operated and calibrated CEMUS Interface using zero-gauge standard, maintaining equipment efficiency and quality.
Conducted root cause analysis for production, quality, and safety issues, improving operational reliability and safety.

*Comcast Communications, **Tier 2 Technical Support Specialist***

Apr 2000 - Sep 2004

Mentored team members in technical concepts, promoting a collaborative, knowledge-sharing work environment, enhancing team efficiency by 16%.

Provided technical service level support to customer base by diagnosing and repairing cable main-lines and amplifiers, reducing downtime.

Delivered on-call support to level 3 technicians, resolving overnight outages and improving network reliability.

EDUCATION

Western Governors University

*Master • **Computer Applications** • 2025 - Present*

Cyber Security Engineering and Information Assurance

Centriq

Cybersecurity Specialist Program

The Cybersecurity Specialist Program familiarized me with a variety of technologies through access to official courseware and spent time training to obtain a Security+ certification. Also provided support for Network+ and A+ certifications along with AZ-900 and MS-900 training. Some of the technologies used at Centriq included:

- Amazon Web Services
- Kali Linux
- Microsoft 365
- Microsoft Azure
- Microsoft SQL Server
- Microsoft PowerShell
- Wireshark

Recognized as September's Student of the Month.

Park University

*Bachelor • **Geography/Geosciences***

GPA: 3.73 | Dean's List: 2014, 2015 | Gamma Theta Upsilon Member

Faith Bible College

*Ph.D. • **Theology***

GPA: 4.0 | Top 5% of class | Thesis: Comparison of the Four Major Religions

LICENSES & CERTIFICATIONS

Security+

Issued Nov 2024

AWS Cloud Practitioner

Issued Jan 2025

SKILLS

Networking & Security • Wireshark • IP Addressing • Firewall Administration • Network Monitoring • VPN • Remote Access • System & Server Administration • Cisco • Palo Alto