

Dana Haycox

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CNC Machinist turning I.T. Professional

Cybersecurity | Customer Service | Computer Networking | Software/Hardware Troubleshooting

I'm very eager to join an organization as an IT professional to add my skillset to your company's portfolio. Since acquiring the CompTIA A+, Network+, Security+, Project+ certifications, as well as the Axelos ITIL4 foundations certificate, I am currently working towards my CySA+, SSCP, and my bachelor's degree in Cybersecurity and Information Assurance through Western Governors University.

This resume shows the last decade of my work experience. Unfortunately, it stops short of showing my time in customer relations related fields. Prior background experiences include real estate appraisal, food service, construction, private resort maintenance, manufacturing, computer repair, shipping and receiving, and more. With years of experience as a freelance IT professional, creative problem-solving skills, and an insatiable appetite for knowledge, I am a very strong asset to any IT Team.

Core Competencies

PC Repair/Upgrades – Networking – Virtualization – Wireshark – Active Directory– Subnetting – Trunking
Etherchannel – Windows – Linux – Web stack (front end) – Firewalls – TCP/UDP – IP – SSH – DNS – VPN Powershell
BASH – Cisco IOS – Port Forwarding – RDP – OSI – FTP – Encryption – VLANs – PoE – Wireless – Malware – Security
Access Control – Customer Service – Blockchain – IOT – 3D Printing – Arduino – Raspberry Pi – Spanning Tree
Cryptography

Education

Bachelor of Science in Cybersecurity and Information Assurance 2022-Present

Western Governors University Millcreek, UT

- 102 of 122 credits completed
- Degree program includes Certifications in CompTIA A+, Security+, Project+, CySA+, Pentest+, Network Vulnerability Assessment Professional (NVAP), Network Security Professional (NSP), Security Analytics Professional (SAP), CompTIA Secure Information Specialist (CSIS), and CompTIA IT Operations Specialist (CIOS), ITIL Foundation from Axelos, and ISC⁽²⁾'s Certified Cloud Security Specialist (CCSP) associate, System Security Certified Practitioner (SSCP) associate
- Expected completion of October 2025

Associates in Applied Science in Welding Technologies 2008-2009

Terra Community College Fremont, OH

Certifications

<u>Certificate</u>	<u>Vendor</u>	<u>Date</u>
A+	CompTIA	Mar, 2021
Network+	CompTIA	Sept, 2021
Security+	CompTIA	Mar 2022
Project+	CompTIA	Jan 2023
ITIL Foundation	Axelos	Dec 2022
CySA+	CompTIA	Apr. 2024 *Expected
CC	ISC ²	Feb.. 2024
SSCP	ISC ²	Apr. 2024 *Expected

Experience

Industrial Maintenance Technician

2024-Present

Fuel Total Systems Kentucky Lebanon, KY

- Service production machinery as needed to maintain continuous production.
- Perform preventative maintenance to ensure proper function of machines.
- Troubleshoot PLCs, electrical panels, infrared detectors, and fiber optic sensors.
- Maintain blow mold machines and supporting infrastructure to ensure functionality and high quality.

Cloud Support Technician Level 1

2023

Right Networks Hudson, NH

- Resolve client IT issues within a Cloud environment.
- Maintain fast-paced troubleshooting while remaining professional.
- Provide top notch customer service at all times.
- Maintain local and cloud-based infrastructure for a large client base.
- Adhere to all company policies and procedures, and maintain compliance with HIPAA and PCI-DSS regulations, and general PII best practices.

Machinist

2022-2023

Komatsu Mining Equipment Lebanon, KY

- Set up and machine parts on manual lathes
- Operate lathes to cut parts to required tolerances
- Prepare and maintain cutting tools to maintain required tolerances
- Comply with all OSHA and company policies including safety and NDA's

Detail Machinist

2018-2022

Meggitt Aircraft Braking Systems Danville, KY

- Set up, maintain, troubleshoot, and operate various CNC Milling machines
- Prepare and maintain cutting tools to maintain required tolerances
- Measure and document parts to ensure parts are within designated specifications
- Comply with all FAA, OSHA, and company policies, including safety and NDA's
- Laid off during the Covid-19 pandemic

CNC Machinist and Mold Maker

2014-2018

Century Die Co. Fremont, OH

- Set up and, maintain, troubleshoot, and operate various CNC Milling machines and lathes
- Prepare and maintain cutting tools to maintain required tolerances
- Measure and document parts to ensure parts are within designated specifications
- Comply with all FAA, OSHA, and company policies including safety and NDA's