CASEY SHINGLEDECKER

IT Support & Automation | Cybersecurity certificate (Chegg Skills, Oct 2026) | CompTIA A+ in progress

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PROFESSIONAL SUMMARY

IT support and technical operations professional with K-12 Tier 1 and Tier 2 help desk experience, Microsoft 365 and Google Workspace administration, account provisioning, and secure assessment workstation setup. Now on Target's Tech & Electronics team, applying the same habits to guest-facing technology consultation: ask clarifying questions, isolate the problem, verify the fix, document it. Completed the Target-sponsored Chegg Skills Cybersecurity Professional Certificate (Network Administrator and Cybersecurity Analyst track) on October 19, 2026; CompTIA A+ in progress. Builds small Windows automation tools and documented security labs using AI-assisted development, script adaptation, and automated tests, with verified results kept separate from work still in progress. Background also includes high-accuracy public-records research, facilities leadership, and a decade of teaching in Tokyo.

CORE COMPETENCIES

IT Support & Systems
Tier 1/2 Help Desk Support
Windows 10/11 & macOS
Microsoft 365 & Google Workspace Admin
Account Provisioning
Device Imaging & Configuration
ServiceNow Ticketing
Zebra Handhelds & Barcode Scanners
Technical Documentation & End-User Training

Security & Networking (coursework, labs)
Incident Response
Vulnerability Scanning
Windows & Linux Log Analysis
pfSense · OpenVPN · RADIUS
Active Directory
TCP/IP · DNS · DHCP
Disk Encryption
VMware & Hyper-V
Configured VLANs and an IDS (guided course labs)

Automation & AI-Assisted Development
AI-assisted development (Claude, local LLMs)
Script adaptation: PowerShell, AutoHotkey v2, Python, C#/WPF
Git/GitHub
OCR & text-to-speech pipelines
Automated test verification
Model Context Protocol (MCP)

Data Integrity & Communication
Public-Records Auditing
Discrepancy Investigation & QA
Compliance & Safety Logging
Technical Customer Service
Facilities Leadership & Team Training
Cross-Cultural Communication

PROFESSIONAL EXPERIENCE

Tech & Electronics Team Member | Target — Apple Valley, MN — **Sep 2026 – Present**

- Provide frontline technology consultation: explain hardware/software compatibility in plain language and help guests evaluate, set up, and troubleshoot consumer devices, mobile connectivity, smart-home hardware, and accessories.
- Apply structured help-desk habits on the sales floor: ask clarifying questions, isolate the cause, and verify the fix before handoff.

Fulfillment & Logistics Team Member | Target — Apple Valley, MN — **Oct 2025 – Aug 2026**

- Operated and troubleshot Zebra wireless handheld terminals, barcode scanners, printers, and inventory tracking systems for order fulfillment.
- Investigated stock discrepancies and resolved order exceptions with store leadership under fulfillment time targets (SLAs), verifying inventory to maintain accuracy.

Night Custodian Lead | Independent School District 196 — Blackhawk Middle School — **Oct 2024 – Oct 2025**

- Led night facilities operations at a large public middle school: built, scheduled, and trained the night crew; coordinated building readiness, preventive and equipment maintenance, and event logistics; and enforced physical access and security controls.
- Operated mechanical and pool systems under strict safety/PPE protocols and maintained regulatory compliance logs; earned the Certified Pool & Spa Operator credential (2025).

Technology Support Specialist | District 271 Public Schools — Washburn Elementary — **Sep 2023 – Aug 2024**

- Delivered Tier 1 and Tier 2 support for staff and students across Windows, macOS, ChromeOS (Chromebooks), and iPad devices, printers, peripherals, and classroom AV technology (internal title: Technology Paraprofessional).
- Administered Google Workspace for Education and Microsoft 365, managed user onboarding, account provisioning, and account and password resets, and imaged and configured secure standardized-testing workstations; coordinated and proctored standardized testing.

- Tracked incidents and wrote step-by-step troubleshooting procedures so recurring issues became repeatable fixes for staff and users.

District-Wide Custodial Float | Independent School District 196 **Sep 2020 – Sep 2023**
- Supported multiple district buildings and shifting operational priorities while maintaining safe, ready-to-use learning and working environments.

Research Specialist | Omni Data Retrieval — Lakeville, MN **Aug 2018 – Sep 2020**
- Queried, cross-referenced, and audited court and government public-records databases to investigate flagged discrepancies and produce verified findings under strict confidentiality standards, sustaining audit accuracy above 99%.
- Standardized documentation and query-verification routines to protect data integrity for downstream users.

English Tutor & Cross-Cultural Communications | Independent Practice — Tokyo, Japan **Dec 2007 – May 2018**
- Built and ran an independent English-instruction practice for over a decade, designing customized curricula for individual and corporate clients, from young children to executives, and adapting technical and professional communication to each learner (120-hour TESOL, 2013).

SELECTED TECHNICAL & AI PROJECTS

Cybersecurity Journey Labs | Public GitHub portfolio **2026**
- Published a documented Windows Event Log troubleshooting lab (PowerShell, Event Viewer, Windows Error Reporting): a real application failure diagnosed by correlating timestamps, telling faults from noise, with evidence sanitized before publication.
- Built a Node.js Linux file-permissions simulator (least-privilege reasoning, strict input parsing) with 10 passing automated tests run on every push through GitHub Actions.

Public Demos | Live on GitHub Pages **2026**
- Shipped dependency-free browser demos in plain HTML, CSS and JavaScript, including a live Linux permissions simulator, using fictional data only and backed by 8 passing regression tests; live at beebopcat.github.io/public-demos.

Windows Productivity & Accessibility Tools | Public on GitHub (github.com/Beebopcat) **2026**
- OCR Boxes: AutoHotkey v2 tool that reads on-screen text aloud through adjustable OCR regions (Windows OCR, optional RapidOCR); built-in 105-check self-test; log records timings only, never captured text.
- Kokoro Player: local text-to-speech reader built from an AutoHotkey v2 hotkey app, a loopback-only Python service and a PowerShell installer.
- VM Clipboard Typer: AutoHotkey v2 utility that types the clipboard into VMware consoles that block paste, with explicit keyboard-layout mapping and an immediate stop key.
- Avatar Toolbox: PowerShell 5.1/WPF dashboard that starts, stops and health-checks tools and opens guided repair helpers (SFC, DISM); self-test passes.

Super Awesome App | Windows desktop application suite **2026**
- Windows desktop suite with an installer/uninstaller; 1,283 automated tests.

Self-Directed Technical Practice | Time invested, by activity **2026**
- 350+ hours (August – October 2026) of self-directed tool building and verification: AI-assisted development workflows, Windows automation utilities, and automated self-tests.
- 1,000+ hours of earlier solo game-engine and creative-pipeline prototyping (Game Dev Studio, Construct 2/3, sprite animation, audio), the source of my end-to-end design habits.

EDUCATION & TECHNICAL DEVELOPMENT

- **Cybersecurity Professional Certificate — Chegg Skills** · Completed October 19, 2026 (program February 11 – October 19, 2026); Target-sponsored; Network Administrator and Cybersecurity Analyst track. Completed the program's hands-on course labs. Public labs and course analyses: github.com/Beebopcat/cybersecurity-journey-labs
- **Certifications** · CompTIA A+ (in progress); Network+, Security+, CySA+ and Cisco CCNA planned
- **Full Sail University** · Web Design & Web Development coursework, 50 semester credits (non-degree), 2010 – 2012
- **Dakota County Technical College (DCTC)** · Microsoft Word & Microsoft Excel coursework, 2023; Certified Nursing Assistant, 2019
- **Additional Certifications** · 120-Hour TESOL, TEFL International (2013); Certified Pool & Spa Operator, Pool & Hot Tub Alliance (2025)