Kyle McDowell

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Technical Skills:

- **Languages:** Python, JavaScript, ReactJS, HTML, CSS, Java
- **Systems:** Linux, Windows/Windows Server, Microsoft SCCM/Active Directory, VMWare ESXi, Cherwell Service Management, Tailscale, HPE iLO
- **Other skills:** Microsoft 365, asset management, documentation, bilingual (English and Portuguese), basic server administration (Home lab)

Education, awards, committees

- University of Iowa, BA Informatics 2021-2025 (anticipated)
- Iowa City High School, High School Diploma (Magna Cum Laude, Silver Cord) 2017-2021
- Eagle Scout (Troop 250, Iowa City, IA) 2020
- University of Iowa IT Advisory Committee – Student member 2024-2025

Experience

University of Iowa College of Law | Student IT Consultant 2022-present

- Performed the most comprehensive inventory restructure in College of Law history, reconfiguring SCCM binding and finding/removing over 200 assets
- Supported Windows/Mac devices for over 400 faculty, staff, and students, closing over 600 support tickets while in college full-time
- Managed department-wide Windows 11 migration project, including the deployment of over 50 new devices to accommodate hardware requirements
- Customized hardware and software deployment on a user-by-user basis
- Created and updated documentation for both end user and technician processes

Iowa City Community School District | Summer Technology Intern 2021

- Customized deployment and software for over 500 classroom instructor and staff laptops
- Coached instructors on new technology guidelines and use
- Designed customized documentation for updated software and hardware
- Provided technical support for students, parents, and teachers during new Student Information System (SIS) deployment

Hy-Vee Inc | Cashier 2018-2021

- Customer service skills, stocking, backroom, and retail inventory management experience

Iowa City High School | Student Help Desk Technician 2017-2021

- Provided support for 1600 student Chromebooks and 400 faculty and staff devices (Windows/Mac)
- Coached students on hardware repair techniques and computer/internet safety guidelines
- Provided on-demand classroom technology support for over 200 instructors
- Averaged 20-25 successful repairs per week