
Ian Sowell

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EXPERIENCE

Angelo State University, San Angelo- *Desktop Technician*

October 2024 - November 2024

- Provided Faculty and Staff face-to-face support to resolve technology related issues to assure high levels of customer satisfaction within an environment with a low tolerance for downtime.
- Responded to high priority incidents on campus to ensure end-users experience minimal interruption.
- Provided detailed work notes in the support request to ensure complete issue and resolution documentation.
- Troubleshoot various software or hardware failures and find alternative solutions.
- Utilized information security approved processes to remove various viruses and malware on computers safely
- Configured printers, both local and network, and tested the end users' ability to connect to them.

Tesla, Austin- *Quality Control Member Overseer*

December 2023 - February 2024

- Orchestrated oversight of a rotating team of 12 inspectors to uphold Tesla Engineers' standards; fostered collaboration with engineers, managers, and cross-functional teams, ensuring adherence to guidelines and optimizing operational effectiveness.
- Orchestrated daily refresher training sessions and team exercises at the onset of each workday to ensure comprehensive understanding of protocols, resulting in a ~10% decrease in non-compliance issues.
- Resolved conflict issues between employees and Tesla staff through active daily communication and frequent check-ins, resulting in a ~70% decrease in misunderstandings and improved team collaboration and efficiency.

Tesla, Austin- *Quality Inspector*

December 2022 - December 2023

- Implemented rigorous quality control measures for parts destined for Tesla Model Ys and Cybertrucks, resulting in a ~15% reduction in rework and a ~10% increase in production efficiency.
- Inspected and ensured quality compliance of parts for Tesla Model Ys and Cybertrucks, driving a ~9% decrease in defective parts and averting potential manufacturing delays.

EDUCATION

Wall High School, Wall- *High School Graduate*

August 2017 - December 2020

Graduated from highschool with a GPA of 3.6

Angelo State University, San Angelo- *Undergrad*

August 2024 - Current

Computer Science & Cyber-Security Major

Certificates & Skills

Unity Creative Core- [Credly Badge](#)

June 2022 - June 2022

The Unity Creative Core Pathway validates the core skills and competencies for creating immersive worlds in Unity. The Creative Core Pathway covers the essential elements of creative production, including shaders, materials, lighting, animation, VFX, cameras, post-processing effects, audio, UI, and prototyping.

Unity Junior Programmer- [Credly Badge](#)

June 2022 - June 2022

The Unity Junior Programmer Pathway validates skills and competencies to be a proficient junior programmer writing scripts in C# to create interactive experiences with the Unity Editor.

SKILLS

- IT Tools; Secure Doc, Bomgar, Service-Now ITSM, Microsoft Office, DDPE
- Software Expertise; C#, HTML, Java, CSS
- Microsoft Office
- Management
- Social Skills