

Kyle McDowell

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EDUCATION

The University of Iowa

Iowa City, IA

Bachelor of Arts in Informatics - Human Computer Interaction Cognate

Anticipated May 2025

- **Relevant courses:** Data Analysis for Informatics, Server-Side Development, Programming for Informatics, Human Computer Interaction, Research Methods in HCI, Java Software Engineering Fundamentals

SKILLS

Development: Python, HTML, CSS, JavaScript, ReactJS, Java, SQL, Bootstrap

Software: Excel, Access, SharePoint, Microsoft Active Directory, Tailscale Mesh VPN, AWS Lambda, AWS Amplify, AWS Dynamo, Integrated Access Management (IAM)

Skills: End-user Support, Help Desk, IT Consulting, Troubleshooting, Asset Management, CMDB, Documentation, Data Analysis, User Research, Server Administration (Custom home network with HPE ProLiant server stack)

Systems: Windows, MacOS, Ubuntu, Amahi, Kali, HPE iLO, Cherwell Service Management, VMWare VSphere ESXi,

Languages: English (Native), Portuguese (Conversational Proficiency)

EXPERIENCE

IT Support Associate

May 2022- Present

University of Iowa College of Law

- Performed the most comprehensive inventory restructure in College of Law history, reconfiguring SCCM binding and finding/removing over 200 assets
- Supported Windows and MacOS devices for over 400 faculty, staff, and students, closing over 800 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 detailed documentation for end-user, technician, and student processes

Summer Technology Intern

May 2021 – August 2021

Iowa City Community School District

- Customized deployment and software for over 500 classroom instructor and staff laptops
- Coached instructors via one-on-one deployment sessions on use of newly deployed hardware and software
- Designed customized documentation for updated software and hardware
- Provided technical support via phone and email in a classic help desk environment for students, parents, and teachers during new Student Information System (SIS) deployment

Cashier

January 2018 – May 2021

Hy-Vee Inc.

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

Student Help Desk Technician

August 2017 – May 2021

Iowa City High School

- 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

LEADERSHIP & PROFESSIONAL DEVELOPMENT

IT Advisory Committee

August 2024 – May 2025

University of Iowa

- Advised on the present and future needs of faculty, staff, and students for computing services and formulated recommendations for meeting those needs
- Contributed to technology accessibility guidelines, providing the underlying belief that technology should be accessible to everyone and updating processes accordingly
- Contributed to general, usage, and accessibility guidelines for AI on campus

Eagle Scout

December 2020

Scouts BSA Troop 250- Iowa City, IA

- Eagle Board of Review passed November 10, 2020