

# Kyle McDowell

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## EDUCATION

### The University of Iowa

*Bachelor of Arts in Informatics - Human Computer Interaction Cognate*

Iowa City, IA

August 2021 - 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), ITIL, Project Management

**Systems:** Windows, MacOS, Ubuntu, Amahi, Kali Linux, HPE iLO, Cherwell Service Management, VMWare VSphere ESXi, HaloITSM, Panopto, Instructure Canvas

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

## EXPERIENCE

### IT Support Analyst

May 2025–Present

*University of Iowa College of Law*

- Supported Windows and MacOS devices for over 400 faculty, staff, and students, closing over 150 support tickets per week
- Managed and trained multiple IT student workers, providing necessary skills and connections for student career growth
- Primary contact of support, management and deployment for 20+ products across software and hardware
- Assumed Instructional Design/Classroom Technologist role, becoming primary support contact for hardware and software across over 10 classrooms
- Created and updated detailed documentation for end-user, technician, and student processes
- Improved and streamlined processes for IT team accessibility, as well as new employee onboarding

### Student IT Consultant

May 2022- May 2025

*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 unused assets
- Supported Windows and MacOS devices for over 400 faculty, staff, and students, closing over 70 support tickets per week while in college full-time
- Managed department-wide Windows 11 migration project, including the deployment of over 50 new devices to accommodate hardware requirements
- 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

### 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**

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### **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