Kyle McDowell

IT support specialist

# Iowa City, IA | 319.383.6757 | kjmcdowell@uiowa.edu

Dedicated IT user specialist with 6 years of experience in IT Support and hardware repair. Outgoing, good at teamwork and problem-solving, and adept at building relationships with clients. Skills include Python, Microsoft 365, Linux, Windows/Windows Server, Java, HTML, Microsoft SCCM/Active Directory, and Portuguese.

# Education and awards

## University of Iowa, BA Informatics 2021-2025

## Iowa City High School, High School Diploma (Magna Cum Laude, Silver Cord) 2017-2021

## Eagle Scout (Troop 250, Iowa City, IA) 2020

# Experience

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

* Supported Windows/Mac devices for over 400 College of Law faculty, staff, and students
* Managed department-wide Windows 11 Migration project, including the deployment of over 50 new devices to accommodate hardware requirements
* Coordinated inventory management and asset disposal across multiple departments
* Customized hardware and software deployment on a user-by-user basis
* Created and updated documentation for student IT duties, in addition to general IT documentation

## Hy-Vee Inc. | Cashier/Customer Service 2018-2021

* **Built up over 3 years of customer service experience, as well as stocking, backroom, and retail inventory management experience**

## Iowa City Community School District | Summer Technology Intern 2021

* Customized deployment and software for new round of 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

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

* Co-led a team of hardware support technicians for over 1500 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