

Peter Dowell

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Education

Washington State University

B.A. Digital Technology and Culture

Certificate in Game Studies and Design

Graduation Date: May 2022

Major GPA: 3.25

Skills/Abilities

Web Design – HTML, CSS, JavaScript, PHP, WordPress, Drupal, Web accessibility, Google Analytics (GA4),

Google Data Studio

Information Technology - Windows (7, 8, 10), MacOS and Linux, Atlassian suite of products (Jira,

Confluence), Deskpro, Communication and customer support, Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)

Game Design – Unity, Twine, Bitsy, Game History, Game Studies

Work Experience

Media Laboratory and Web Coordinator | UW Tacoma School of Interdisciplinary Arts and Sciences – Tacoma, WA | September 2022 – Present

- **Web Content Coordination** for all School of Interdisciplinary Arts & Sciences web content using Drupal which includes maintaining the SIAS intranet, creating policies and procedures governing SIAS web and social media presence, coordinating web updates with division coordinators and chairs, and overseeing web editing access and providing training to other staff on web content management and social media as needed.
- **Classroom Work** to assist faculty in creation/revision of course assignments, troubleshoot and find solutions for problems with assignments and demonstrations, and create course procedures for equipment, software use, and editing assignments.
- **Supervision of Student Staff** to hire, train, and schedule student staff to ensure access for students to the media lab hours, create training plan and ensure staff meet the needs of students during lab hours, and approve staff time and keep within budget provided for student staff.
- **Instruction and Demonstration** by supporting faculty in instruction, demonstrations of course concepts, software, and equipment during class and lab time, provide technical assistance on student projects, including course concepts and production structure, create tutorial worksheets and videos for new equipment and software, and maintain media class server (used for student projects) including a student project archive.
- **Laboratory Work** includes working with students in one-on-one and small group settings to advance their skill set with digital media equipment and computer programs, scheduling and supervision of open lab hours and studio access for TCOM students in production courses, setting up support for in class activities, coordination of the studio for students and faculty use.

Web Design Intern | WSU Marketing and Communications – Pullman, WA | June 2019 – September 2022

- Super Administrator for WordPress at Washington State University which included responding to and resolving Jira tickets and managing websites and users.
- Utilized WordPress features to help clients build websites, check, and resolve various web accessibility issues, and ensure meeting overall institutional standards.
- Facilitated conducting the web department open labs, educating, and involving the WSU community with numerous web related topics and discussions.

Technical Assistant 2 | Crimson Service Desk WSU – Pullman, WA | August 2019 – August 2021

- Duties included password resets, troubleshooting various internet browsers and installation of software including, Office 365, Microsoft Visual Studios 2019, and Adobe Creative Cloud.
- Took responsibility for backing up data during formatting and reinstalling of a client's devices and updating and checking inventory for the tools and tech that are used on the floor.
- Achieved excellent customer service and communication skills while engaging with new technologies and software.