KIMBERLEY MCDOWELL

CONTACT

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PROFESSIONAL SUMMARY

Goal-oriented UiPath professional with 3+ years of progressive experience in RPA development, support operations, and team leadership. I bring a passion for designing and improving both creative and technical processes, an eye for detail, and strong critical thinking and problem-solving abilities. With robust experience in managing global teams and complex automation programs, I am a collaborative team player with exceptional organizational skills, a drive for continuous improvement, and a deep commitment to professional growth and delivering value through automation.

CERTIFICATIONS

UiPath Certified RPA Associate (UiRPA) | Aug 2025*
UiPath Certified Advanced RPA Developer (UiARD) | Sep 2025*
Certified Professional Scrum Master I (Scrum.org) | Oct 2025*
*certification exam studying currently in progress, with expected completion dates listed above.

TOOLS & TECHNOLOGIES

Technologies
RPA & Automation: UiPath Studio, Orchestrator, Action Center
Version Control: Git, Azure DevOps
Data & Reporting: SQL (basic querying), Power BI, Excel (advanced), UiPath Insights

Languages & Scripting
Proficient: VB.NET (UiPath), Python (basic scripting for automation)
Familiar: .NET, C#, C++, Java, HTML, CSS, Javascript

WORK EXPERIENCE

Accelirate Inc., Sunrise, FL
Senior RPA Support Team Lead | Nov 2020 - Jan 2025

Started as an Automation Developer managing support for three major clients and grew into a pivotal Senior Team Lead role in the RPA Support Department, overseeing an offshore team and 150+ automated processes across healthcare, insurance, manufacturing, and other industries. Promoted twice over three years in recognition of my leadership, technical expertise, and organizational impact.

Led the transition and stabilization of 100+ poorly documented processes, significantly improving reliability and client confidence. At peak capacity, managed 130+ active RPA processes while balancing development, support, and team oversight. Drove standardization of support procedures and implemented proactive solutions that enhanced operational efficiency and elevated client satisfaction.

- **Leadership & Team Management:** Led distributed support teams across the US, India, and Colombia (5–10 members), building out support functions, mentoring L1 developers, and scaling operations to support major enterprise clients. Delivered strategic leadership in client transitions, knowledge transfers, and stabilization efforts for complex, legacy automations.
- **Support Operations & Standardization:** Designed and implemented scalable support procedures and documentation frameworks, including impact analysis templates, process transition documents, onboarding processes, and client support handbooks. Championed the creation of UiPath Insights dashboards for reporting and performance metrics, improving visibility for internal and client leadership teams.
- **Client Engagement & Communication:** Acted as primary liaison for multiple clients including a major healthcare provider with over 100 automation processes. Managed day-to-day communications with business users, RPA COEs, and stakeholders, delivering high-touch customer support, issue resolution, and continuous improvement.
- **RPA Development & Healthcare Focus:** Maintained 10+ healthcare-related processes built around EPIC workflows, supporting transitions from desktop to web environments and ensuring compliance with data governance policies. Served as the sole US-based developer authorized to manage healthcare automations, due to data sensitivity.
- **Departmental Impact:** Instrumental in transforming a newly formed support division into a streamlined, high-performing unit. Co-led the internal company newsletter initiative, facilitating cross-departmental collaboration and communication.

Code Fever Miami Inc., Miami, FL
Program Manager | Jan 2019 - Nov 2020

Planned, designed, executed & managed a number of youth coding, entrepreneurship & STEAM programs, including summer camps & after-school programs. Designed and developed curriculums for a number of STEM, coding & entrepreneurship programs. Assisted with the management of a co-working space & managed programming running through the space, such as business development & financial literacy workshops for entrepreneurs, along with STEM, coding & robotics programs for youth in the community.

Circle of One Marketing, Miami, FL
Executive Marketing Assistant & Office Manager | Jan 2017 - Dec 2018

Undertook daily administrative tasks to ensure the functionality and coordination of the company's activities, implemented and maintained procedures and administrative systems within the office, supported marketing executives in organizing and executing various projects and campaigns, conducted market research, and analyzed questionnaires. Project Assistant for the DIGICEL New Bundles Campaign (Jamaica, Haiti & The Diaspora) Launch - contributed creatively to the campaign concepts, note taking, marketing research, and the final pitch deck.

EDUCATION

University of the West Indies, Cave Hill Campus, Barbados
Bachelor of Science in Computer Science & Biology

• Attended from Sept 2011 to Dec 2015
• International Affairs Chairperson, Guild of Students
Maintained and developed ties with the international union of students, the national union of students in other countries, and the guilds of all the campuses of the UWI, as well as developed and fostered international fellowship & understanding between youth and students in the Caribbean, especially and other parts of the world generally by developing with their programs of mutual benefit.
• Ambassador, UWI STAT Vice Chancellor's Ambassador's Corps
The UWI STAT Ambassador Corps gives service, exercises leadership, and proudly supports the best interests and traditions of the University of the West Indies, its fellow students, and alumni through volunteerism, responsible citizenship, and the promotion of Caribbean pride, culture and values.