Jay Lowry

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EDUCATION

Bachelor of Science, Information Systems (Pursuing)   Aug 2017 – Present
Brigham Young University - Marriott School of Business   *Provo, UT*
- GPA 3.84; Major GPA 3.84
- Minor in Computer Science, GPA 3.94
- Member – Association for Information Systems
- Member – Association for Computing Machinery
- Specialized Courses: Machine Learning, Data structures, Discrete Structures, Linear Algebra, Data Science, Web Programming, Database Systems

EXPERIENCE

Level 2 Computer Help Desk Technician   Feb 2021 – Present
Brigham Young University Department of Physics and Astronomy   *Provo UT*
- Collaborated with a team of four to manage a network of over 800 endpoints, increasing customer satisfaction by 40 points
- Headed a team of five to rebuild inventory data, increasing data integrity by 30% and ensuring accurate tracking of over $500,000 of hardware
- Created API-based integrations from a local inventory system to a cloud-hosted database using JavaScript
- Resolved customer concerns regarding physical and virtual machines, networking, and domain administration

Volunteer Representative   Nov 2018 – Nov 2020
The Church of Jesus Christ of Latter-day Saints   *Vietnam, Cambodia, Houston TX*
- Managed and supported mobile devices and computers in multiple areas across Vietnam as a technology specialist
- Organized the finances of the church volunteer chapter in Vietnam as a financial secretary
- Led training, teaching, and volunteering efforts, improving lives of residents and other volunteers
- Performed community service at local COVID relief charities and worked directly with low-functioning individuals to improve quality of life

SKILLS & ACHIEVEMENTS
- Proficient in C++, C#, Python, SQL, HTML/CSS, Mac, Windows, Linux, hardware and software troubleshooting
- Experienced with AWS, Microsoft Azure, JavaScript, VBA
- Experience creating websites and webapps using C#/ASP.NET, Python/Django, React, and Vue
- Worked with the National Kidney Foundation to create a website with Python/Django for tracking micro and macronutrient amounts for those with kidney disease
- Bilingual proficiency in the Vietnamese Language
- Enjoy traveling, playing the piano and cello, building PCs and networks