

Jay Lowry

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EDUCATION

Master of Information Systems Management (Pursuing)

May 2025

Brigham Young University / Marriott School of Business

Provo, UT

- GPA 3.87
- Minor in Computer Science, GPA 3.94
- Member – Association for Information Systems (AIS)
- Member – Association for Computing Machinery (ACM)
- Specialized Courses: Machine Learning, Data structures, Web Programming, Database Systems, Project Management, Cloud & Enterprise Infrastructure

EXPERIENCE

Quality Assurance Engineer (Internship)

May 2023 – Aug 2023

The Church of Jesus Christ of Latter-day Saints

Riverton UT

- Enhanced customer experience through reviewing functionality of web applications and facilitating deployments of new code, decreasing customer wait by 50%
- Spearheaded work with analysts and product owners to ensure requirements were implemented satisfactorily for the business, improving communication and coordination in the team
- Oversaw deployment of Microsoft Azure Pipelines for testing and verification, also requiring the use of AWS services such as Lambda, DynamoDB, and CloudFront

Level 2 Computer Help Desk Technician

2021 – 2023

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
- Led 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 integrations from a local inventory system to a cloud-hosted database using JavaScript
- Pioneered the formation of and led a specialized project team, including establishing the goals and vision, facilitating meetings, and serving as the Scrum Master, demonstrating strong leadership and agile methodology expertise

VOLUNTEER WORK

Volunteer Representative

2018 – 2020

The Church of Jesus Christ of Latter-day Saints

Vietnam, Cambodia, U.S.

- Managed and supported mobile devices and computers 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++, Python, SQL, HTML/CSS, server administration, AWS
- Experienced with Microsoft Azure, JavaScript, Apache, Java, C#/ASP.NET, Python/Django, and React
- Projects: Worked with the National Kidney Foundation to create a website with Python/Django, created a personal website using React (see header), and set up and maintained several servers, including VPN and file server
- Professional proficiency in the Vietnamese Language