

# 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 3.85; Major GPA 3.87
- 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

### Quality Assurance Engineer (Internship)

May 2023 – Aug 2023

*The Church of Jesus Christ of Latter-day saints*

*Riverton UT*

- Reviewed functionality of several web applications and facilitated deployments of new code
- Worked with analysts and product owners to ensure requirements were implemented satisfactorily for the business
- Managed 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

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

## 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