

Jalen Lowe

Systems Engineer

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Systems Engineer

Polen Capital, Boston, MA

| April 2025 – Present

- ❖ Serve as primary owner of Azure and Microsoft 365 environments supporting 250+ users across 6 global offices, with expanded scope following organizational reductions and minimal reliance on escalation teams.
- ❖ Designed and led cloud identity modernization initiatives, migrating 250+ users to cloud-only Entra ID and passwordless authentication using PowerShell automation, reducing authentication-related incidents by 40–50%.
- ❖ Designed and built event-driven Azure Logic Apps integrated with HR workflows to automate onboarding and offboarding, eliminating manual steps and saving approximately 100+ hours annually.
- ❖ Owned operational reliability of Azure-hosted workloads, responding to Zabbix alerts where availability directly impacted traders and executive leadership.
- ❖ Introduced Infrastructure as Code practices using Terraform to define and validate Azure infrastructure patterns, creating a foundation for repeatable provisioning and future CI/CD adoption.
- ❖ Managed enterprise networking and secure access platforms, including Zscaler VPN, Cisco Meraki switching, resolving performance and connectivity issues to ensure reliable global access.

Systems Administrator

Simon-Kucher, Boston, MA

| Oct 2024 – April 2025

- ❖ Supported Azure cloud infrastructure across the Americas, resolving 30+ advanced escalations per month beyond standard service desk scope.
- ❖ Performed patching, monitoring, and health checks for Azure-hosted virtual machines, responding to alerts where downtime directly impacted business operations.
- ❖ Resolved Azure SSO and authentication issues, including certificate expirations and configuration errors, for over 40 enterprise applications.

Desktop Systems Specialist

Avid Technology, Burlington, MA

| Sept 2022 – Oct 2024

- ❖ Supported 2,000+ global users across 6 continents, serving as primary IT contact for executive leadership with zero-downtime expectations.
- ❖ Administered Microsoft 365 and Entra ID environments, managing user provisioning, licensing, SSO, security groups, and authentication methods at scale.
- ❖ Developed PowerShell automation to streamline onboarding and offboarding across AD, Microsoft 365, and Intune, reducing manual effort and errors while improving consistency.
- ❖ Deployed and enforced Intune policies across 1,200+ Windows endpoints, ensuring compliance and secure devices.

IT Support Specialist

Cytiva Life Sciences, Marlborough, MA

| April 2022 – Sep 2022

- ❖ Provided infrastructure and identity support for 16,000+ users across 41 countries, supporting Microsoft 365 and Active Directory in a regulated enterprise environment.

EDUCATION

Middlesex College, Bedford, MA — A.S Cybersecurity Expected 2027

Billerica Memorial High School, Billerica, MA — Diploma 2020

SKILLS

Cloud & Infrastructure

Azure · AWS · Microsoft 365 · GitHub

IaC & Automation

Terraform · OpenTofu · PowerShell · Bash · Azure Logic Apps

Identity, Access & Security

Entra ID · IAM · Least Privilege · SSO · Passwordless Authentication · Conditional Access

Endpoint Management

Intune · Autopilot · Compliance policies · ThreatLocker

Networking

VNets · Subnets · Routing · Cisco Meraki · Zscaler

Operations & Incident Response

Troubleshooting · ITIL · Zabbix

CERTIFICATIONS

- ❖ Microsoft (AZ-900)
- ❖ Microsoft Endpoint Administrator (MD-102)
- ❖ CompTIA A+ | Network+ | Security+
- ❖ ISC2 Certified in Cybersecurity (CC)
- ❖ ITIL® 4 Foundation

VOLUNTEER

Polen Cares ERG
Co-Leader 2025-Present

LANGUAGES

English (*Native*)
Spanish (*Conversational*)