Isaac Lyons

resume@snowskeleton.net
GitHub: github.com/snowskeleton
LinkedIn: linkedin.com/in/isaac-lyons-0878781aa/

(Sep 2023 – Dec 2023)

Setton Consulting

Systems Engineer
Remote support for PC/macOS workstations
Office 365 account administration
Connectwise Manage/Connect/Automate

(Jan 2020 – present)

Software Developer

Open source developer/contributor
Remote

Top 10% of active users on Stack Overflow in 2023
Coordinate changes in public projects across multi-national team
Documentation maintenance and updating
Continuous build systems
Docker containerization
PyPi package maintainer
Virtual private servers, Linux

(May 2022 – Sep 2023)

Infosys Inc.

Senior Tech Support Associate
Raleigh, North Carolina / Remote

Legacy mainframe system support
AutoHotkey script development

(Mar 2021 – Mar 2022)

SureLock Technology

Network System Administrator
Atlanta, Georgia

Developed/hosted/supported custom web application for internal use
Resolved tier 2 and tier 3 support requests for internal and external customers
Created/managed Linux and Windows VMs
Break-fix lead computer hardware (desktops, laptops, phones, etc)

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(May 2019 – Sep 2020)

Service Quick

Call Center Team Lead
Atlanta, Georgia

Tier 2 help desk
Developed extensive AutoHotkey programs to improve employee efficiency
Root cause analysis and documentation
Cross-trained employees on repair details

(Feb 2018 – Feb 2020)

Judge Academy

Magic: the Gathering judge
Atlanta, Georgia / Chicago, Illinois

Coordinated and moderated game events with 10-100 players

(Sept-2017–July-2018)

Afni. Inc

Call Center Agent
Chicago, Illinois