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Durham, NC

Isaac Lyons

github.com/snowskeleton

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Experience

Systems Engineer – Setton Consulting – Remote

(Sep 2023 – Dec 2023)

Remote support for PC/macOS workstations

Office 365 account administration

Connectwise Manage/Connect/Automate

DNS record updating

Senior Tech Support Associate – Infosys Inc. – Raleigh, NC (May 2022 – Sep 2023)

Legacy mainframe system support

AutoHotkey script development

Network Administrator – SureLock Technology – Atlanta, GA (Mar 2021 – Mar 2022)

Developed/hosted/supported custom web application using Django and Docker

Resolved tier 2 and tier 3 support requests for internal and external customers

Linux and Windows VM management (HyperV)

Computer repair lead (desktops, laptops, phones, tablets)

Repair Center Team Lead – Service Quick – Atlanta, GA

(May 2019 – Sep 2020)

Call Center Agent – Afni, inc – Bloomington, IL

(Sept-2017–July-2018)

Personal/Hobby projects

Self-hosting open source URL shortener (<https://runty.link>)

Designed and developed 2 iOS apps in Swift (I Got Gas and Snowclock), with another on the way!

Developed Python package for decrypting Audible DRM audiobooks ([GitHub.com/snowskeleton/snowcrypt](https://github.com/snowskeleton/snowcrypt))

Top 10% of active users on Stack Overflow in 2023

Improve documentation for open source projects

Magic: the Gathering judge

Cuber: fastest time to solve a Rubik's cube is 9.75 seconds

Skills

Languages & Tools

Python, Swift/SwiftUI, Auto Hotkey, Git, Docker, Nginx, Linux

View the most recent version of this resume on GitHub: <https://runty.link/resume>