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Durham, NC

Isaac Lyons

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Experience

Desktop Support Tech – The Standard Insurance – Remote (Feb 2024 – April 2024)

Remote PC support: software configuration/installation, password resets, general troubleshooting
InTune/ActiveDirectory/Citrix VDI
Document all calls through ServiceNow

Desktop Support Tech – Setton Consulting – Remote (Sep 2023 – Dec 2023)

Remote troubleshoot and configuration for Windows and macOS workstations
Powershell and bash script writing/deploying
Office 365/InTune/ActiveDirectory
DNS records/domain name registration

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

Configured fiber routes to customer addresses through mainframe interface
Javascript scripting for web tools
Coordinate process changes with hybrid team
AutoHotkey script development

Desktop Support Tech – SureLock Technology – Atlanta, GA (Mar 2021 – Mar 2022)

Tier 1/2 support requests for internal and external customers
Active Directory user creation, password update, permissions editing
Asset management and procurement
End-user device imaging and repair (desktops, laptops, phones, tablets)
Powershell/bash scripting
Linux and Windows VM management (HyperV)
Developed iFixit.com guides still in use by ~150 users per month

Repair Center Team Lead – Service Quick – Atlanta, GA (May 2019 – Sep 2020)

Call Center Agent – Afni, inc – Bloomington, IL (Sep 2017 – July 2018)

Personal projects

Independently created 2 iOS apps in Swift (I Got Gas and Snowclock), with another on the way!
Top 10% of active users on Stack Overflow in 2023
63 GitHub repositories and counting!

Skills

Languages & Tools

Python, Swift, SQL, Unix/Linux shell scripting, Git, Docker

Miscellaneous skills

Hardware repair, electronics soldering, power tools, carpentry

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