Isaac Lyons

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Desktop Support Technician   The Standard Insurance – 02/2024 – 04/2024

- Remotely configured and troubleshooted Windows systems through SCCM
- Updated/Disabled/Created users in ActiveDirectory
- Managed user workstations through Citrix VDI
- Documented all calls and chats through ServiceNow, and searched knowledge base for relevant solutions

Desktop Support Technician   Setton Consulting – 09/2024 – 12/2024

- Developed and deployed a Slackbot that improved security by reminding agents who left a user's MFA in an unsafe Bypassed mode
- Edited Powershell scripts for InTune deployment
- Remotely configured and troubleshooted Windows and macOS devices through Connectwise ScreenConnect
- Administered Office 365, InTune, and Active Directory
- Configured DNS records and domain name registration for clients

Senior Tech Support Associate   Infosys Inc – 05/2022 – 09/2023

- Developed Javascript browser extension for assigning jobs to agents in queue
- Developed AutoHotkey scripts to automate lengthy tasks with IBM Mainframes
- Configured fiber routes to customer addresses through mainframe interface
- Coordinated process changes with hybrid team

Desktop Support Technician   SureLock Technology – 03/2021 – 03/2022

- Designed and developed custom ticketing system in Python with Django and Docker to track device repair process, eliminating "lost devices" and accurately mapping incoming parts to necessary repairs
- Developed iFixit.com guides for device repair still in use by ~150 users per month
- Resolved tier 1 and 2 support requests for internal and external customers
- Created, updated, deleted Active Directory users, passwords, and permissions
- Imaged and repaired end-user devices (desktops, laptops, phones, tablets)
- Oversaw asset management and procurement
- Managed Linux and Windows VM through HyperV

Low Voltage Cable Technician   Adams Tech Group – 10/2020 – 01/2021

- Ran and terminated low voltage CAT 5/6 and FPL (fire alarm) cable
- Installed IP/Coax Cameras
- Installed door lock and REX sensors

Repair Center Team Lead   Service Quick – 05/2019 – 09/2020

- Designed and developed AutoHotkey scripts to search customer records, automate call note templates, and search knowledge base for known issues
- Reduced customer record search time from >60 seconds down to <5 seconds by indexing the proper search field
- Handled highest call volume of all employees, with the highest customer satisfaction rate

Shift Lead   Taco Bell – 11/2018 – 03/2019

Call Center Agent   Afni Inc – 09/2017 – 07/2018

Skills

Programming Languages:

Python, Swift, Bash, JavaScript, AutoHotkey, Golang, Ruby

Tools and Frameworks:

GitHub, Git, Docker, VSCode, Xcode, Django, Pytest, PyPi, SwiftUI, CoreData, SwiftData, HyperV, Linux, macOS, Windows

Projects

iOS Apps

snowskeleton/OSTRich   Soon!

- Written entirely in SwiftUI with the new SwiftData database framework, OSTRich (Open-Source Tournament Reporter) is a tournament companion app that helps you receive pairings, submit matches, and scout players.

snowskeleton/Snowclock   2023

- Developed in SwiftUI with CoreData, Snowclock is a declaritive alarm clock that simplifies having a consistent wakeup routine with a variable schedule.

snowskeleton/I-Got-Gas   2020

- My first iOS app, written entirely in SwiftUI with CoreData, I Got Gas helps track your car's expenses and gives you a breakdown of how much it costs to drive per mile, and reminds you of upcoming service intervals either by calendar or mileage.

Commandline utilities

snowskeleton/atomic-empire-cli   2024

- Written in Python using the SQLAlchemy database framework, this tool automates the process of searching for and buying Magic: the Gathering cards. Just give it a list, and let it do the rest!

snowskeleton/kumad   2024

- Written in Go, kumad (kuma daemon) is a lightweight client for the louislam/uptime-kuma project. Its memory footprint rests 6MB, as opposed to the tool it replaced which took more than 200MB.

snowskeleton/ynam   2022

- ynam is written in Python with minimal imports (just 1). Now deprecated, it served the purpose of importing transactions from the Apple Card credit card into YNAB budgeting tool.

snowskeleton/snowcrypt   2022

- snowcrypt written in Python and decrypts Audible audiobook files. The purpose of this program is to remove FFMPEG as a dependency, which makes installation and maintenance easier.

snowskeleton/noblility   2022

- Written in Python using Django as a frontend and Docker to deploy, nobility is a repair tracking tool aiming to be as simple as possible. More complicated systems, like ServiceNow (paid) or OSTicker (open source), were far too complicated for the simple process of entering a device, noting parts ordered, and tracking repair completion.

Open Source Contributions

multipolygon/esphome-for-watchy   2024

- Designed 24-HR watch face

mkb79/audible-cli, mkb79/Audible   2022, 2024

- Implemented retry logic if requested download format fails
- Added additional metadata information to download
- Created date-range filter for arbitrary file downloads
- Fixed typos in source code

tinytag/tinytag   2022, 2023

- Provided examples of new file metadata test cases
- Added recognition for Audible audio files

mintapi/mintapi   2022, 2023

- Reworked documentation, reviewed pull requests, and provided community support as a key member

Plus documentation fixes for **thewca/tnoodle**, **capcom6/pyapns__client**, and **EskoSalaka/mtgtools**

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