

**Isaac Lyons**  
**1453 Josh Valley Lane**  
**Lawrenceville, GA 30043**  
**(309) 706-9480**  
**Email:** [isaac@snowskeleton.net](mailto:isaac@snowskeleton.net)  
**GitHub:** [github.com/snowskeleton](https://github.com/snowskeleton)

#### **Overview:**

Isaac has worked in a wide variety of tech fields, now looking to shift into a software development role

#### **Core Skills:**

2+ years programming/scripting experience (python, swift, ruby, bash, AHK)  
2+ years experience with software developer tools, such as VSCode, git, terminal, and more  
2+ year Tier 2 tech support  
2+ years configuring and maintaining web servers (Apache, Nginx), mail servers (Postfix, Exchange/O365), and virtual private networks (Tailscale, Tunnelblick FortiVPN)  
10+ years Linux/macOS command-line experience

#### **Work History**

2021 – Pres.      SureLock Technology – **Engineer**

- Manage technology services for business customers (O365, phone support, Active Directory administration, on-site support)
- Cybersecurity specialist
- Firewall and server configuration

2019 – 2020      Service Quick – **Team Lead**

- Appliance repair helpdesk
- Root cause analysis and documentation

2018 – 2020      Judge Academy – **Magic: the Gathering Judge**

2018 – 2019      Taco Bell – **Manager**

2016 – 2018      Afni – **Collections Agent**

2015 – 2019      Various customer service positions