Isaac Lyons
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Experience:

1+ year Tier 2 support
2+ years programming and git (www.igotgas.app/appstore)
2+ years configuring and maintaining web servers (Apache, Nginx), mail servers
(Postfix, Exchange/O365), and virtual private networks (Tailscale, Tunnelblick FortiVPN)
5+ years low-voltage cabling
10+ years Linux/macOS command-line experience
10+ years of electronics repair (laptops, phones, tablets, desktops, servers, and more)

Work History

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

Certifications

Fortinet NSE 3, studying for NSE 4
Avigilon ACC and ACM
Nutanix Hybrid Cloud Fundamentals