Isaac Lyons

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Experience

Desktop Support Technician   Net Friends, Inc – 10/2024 – Present

- Onboarding/offboarding users, including configuration of Active Directory, Azure AD, Office 365, and Exchange Online
- Manage SharePoint sites, including coordinating guest access and proper syncing between cloud and device
- Mitigate compromised user accounts and ensuring users can regain access in under 10 minutes
- Configure and manage Windows and macOS devices through Intune and Addigy, and virtual machines through Azure, AWS, and Hyper V
- Configure and troubleshooted Windows systems through N-Central Take Control, remotely and in-person
- Manage and updated DNS records, including A, CNAME, SPF, DKIM, and DMARC records through Cloudflare and others
- Update and reference knowledge base articles for common issues
- Surpass average team performance metrics by more than 300% on a regular basis

Desktop Support Technician   Setton Consulting – 09/2023 – 12/2023

- Developed and deployed a Python Slackbot that improved security by finding user with incorrect MFA configurations
- 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

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

Skills

- **Homelab:** Maintain a Proxmox server hosting 4 Ubuntu virtual machines, 1 remote hardware Ubuntu server, and 1 cloud Debian server through Linode, and connect everything with Tailscale VPN to provide secure access while remote

- **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, TailScale

Projects

iOS Apps

snowskeleton/acs-contacts 2024

- Written entirely in SwiftUI, ACS connects to a third-party contacts database for churches to facilitate members reaching out to each other. It connects to two different APIs and maintains an offline database kept in sync with the cloud.

snowskeleton/OSTRich 2024

- 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

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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