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Durham, NC

Isaac Lyons

github.com/snowskeleton
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Experience

Systems Engineer – Setton Consulting – Remote   (Sep 2023 – Dec 2023)

Remote support for PC/macOS workstations
Office 365 account administration
Connectwise Manage/Connect/Automate
DNS record updating

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

Legacy mainframe system support
AutoHotkey script development

Network Administrator – SureLock Technology – Atlanta, GA (Mar 2021 – Mar 2022)

Developed/hosted/supported custom web application using Django and Docker
Resolved tier 2 and tier 3 support requests for internal and external customers
Linux and Windows VM management (HyperV)
Computer repair lead (desktops, laptops, phones, tablets)

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

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

Personal/Hobby projects

Self-hosting open source URL shortener (https://runty.link)
Designed and developed 2 iOS apps in Swift (I Got Gas and Snowclock), with another on the way!
Developed Python package for decrypting Audible DRM audiobooks (GitHub.com/snowskeleton/snowcrypt)
Top 10% of active users on Stack Overflow in 2023
Improve documentation for open source projects
Magic: the Gathering judge
Cuber: fastest time to solve a Rubik's cube is 9.75 seconds

Skills

Languages & Tools   Python, Swift/SwiftUI, shell scripting, Git, Docker, Nginx, Linux

View the most recent version of this resume on GitHub: https://runty.link/resume