

Isaac Lyons

(309) 706-9480

Email: isaac@snowskeleton.net

GitHub: github.com/snowskeleton

Overview:

Isaac overdelivers and perseveres on complex tasks related to programming, infrastructure management and repair, and advanced helpdesk tickets

Core Skills:

3+ years programming/scripting experience (python, swift, ruby, bash, AHK)
3+ years experience with software developer tools (git, VSCode, terminal, etc)
3+ year Tier 2 tech support
3+ years website and server management (Apache, Nginx, Docker, PiHole, email server, VPN, etc)
10+ years Linux/macOS command-line experience

Work History

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

- Developed/hosted/supported custom web application for internal use
- Created/managed Linux and Windows VMs
- Repaired computer hardware (desktops, laptops, phones, etc)
- Resolved tier 2 and tier 3 support requests for internal and external customers

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

- Resolved tier 2 helpdesk issues
- Developed custom scripts/programs to improve employee efficiency
- Root cause analysis and documentation
- Cross-trained employees on repair details

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

2018 – 2019 Taco Bell – **Manager**

2016 – 2018 Afni – **Call Center Rep**

2015 – 2019 Various customer service positions