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**Email:** [isaac@snowskeleton.net](mailto:isaac@snowskeleton.net)  
**Github:** [github.com/snowskeleton](https://github.com/snowskeleton)

**Experience:**

- 1 year Tier 2/3 phone support
- 1 year programming in Swift, Ruby, and C++ ([www.igotgas.app/appstore](http://www.igotgas.app/appstore))
- 2 years general scripting in Bash, AHK, and Python
- 2 years customer support over the phone
- 2 years configuring and maintaining web servers (Apache, Nginx), mail servers (Postfix, Exchange/O365), and virtual private networks (Tailscale, FortiVPN)
- 10+ years Linux/macOS command-line experience (this was written in Vim)

**Work History:**

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

- Managing technology services for SMB customers (O365, Active Directory administration, general phone/on-site support)
- Scope/quote new projects

**Call Center Team Lead** KW International 2019 – late 2020

- Troubleshooted and diagnosed appliances with customers over the phone, determined root cause and recommend solutions

**Magic: the Gathering Judge** Wizards of the Coast 2018 – 2020

- Coordinated, instructed, and managed large numbers of players, including resolving disputes and issuing rulings

**Team Lead** Taco Bell 2018 – 2019

- I made a lot of tacos.

**Customer Service** Various 2015 – 2019

- Various food/customer service positions, most notably 1 year as a call center agent

**Certifications**

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

**Example of strong written communication:** [github.com/snowskeleton/SQFix](https://github.com/snowskeleton/SQFix)