

Isaac Lyons

resume@snowskeleton.net

309.706.9480

GitHub: github.com/snowskeleton

LinkedIn: [linkedin.com/in/isaac-lyons-0878781aa/](https://www.linkedin.com/in/isaac-lyons-0878781aa/)

(Sep 2023 – Dec 2023)

Setton Consulting:

Systems Engineer

Remote

Remote support for PC/macOS workstations

Office 365 account administration

Connectwise Manage/Connect/Automate

(Jan 2020 – present)

Software Developer:

Open source developer/contributor

Remote

Designed and developed 2 iOS apps in Swift

Developed Python package for decrypting Audible DRM audiobooks

Top 10% of active users on Stack Overflow in 2023

Coordinate changes in public projects across multi-national team

Nginx webserver support

DNS records/domain hosting

Docker containerization

Virtual private servers, Linux

(May 2022 – Sep 2023)

Infosys Inc.:

Senior Tech Support Associate

Raleigh, North Carolina / Remote

Legacy mainframe system support

AutoHotkey script development

(Mar 2021 – Mar 2022)

SureLock Technology:

Network System Administrator

Atlanta, Georgia

Developed/hosted/supported custom web application for internal use

Resolved tier 2 and tier 3 support requests for internal and external customers

Created/managed Linux and Windows VMs

Break-fix lead computer hardware (desktops, laptops, phones, etc)

iMac, MacBook, and iPhone repair

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(May 2019 – Sep 2020)

Service Quick:

Call Center Team Lead
Atlanta, Georgia

Tier 2 help desk

Developed extensive AutoHotkey programs to improve employee efficiency

Root cause analysis and documentation

Cross-trained employees on repair details

(Feb 2018 – Feb 2020)

Judge Academy:

Magic: the Gathering judge

Atlanta, Georgia / Chicago, Illinois

Coordinated and moderated game events with 10-100 players

(Sept-2017–July-2018)

Afni. Inc:

Call Center Agent
Chicago, Illinois