

Experience

Desktop Support Technician

Net Friends, Inc – 10/2024 – Present

- Onboard and offboard users, including configuration of Active Directory, Azure AD, Office 365, SharePoint, and Exchange Online
- Remediate compromised user accounts, restoring user access in under 10 minutes on average
- 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 onsite
- Manage and updated DNS records, including A, CNAME, SPF, DKIM, and DMARC records through Cloudflare and other registrars
- Create and update PowerShell scripts to deploy via Intune or run as one-offs
- Create and update knowledge base articles for recurring issues
- Consistently surpass average team performance metrics by over 300%

Desktop Support Technician

Setton Consulting – 09/2023 – 12/2023

- Developed a Python-based Slackbot that improved security by identifying users with incorrect MFA configurations
- Edited PowerShell scripts to streamline Intune deployment processes
- Remotely configured and troubleshooted Windows and macOS devices via Connectwise ScreenConnect
- Administered Office 365, Intune, and Active Directory
- Configured DNS records and domain name registrations 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
- Mapped and configured fiber routes for residential installations via mainframe interfaces
- Coordinated process changes with hybrid team

Desktop Support Technician

SureLock Technology – 03/2021 – 03/2022

- Designed and built a custom ticketing system using Python, Django, and Docker, eliminating lost devices and accurately mapping parts to repairs
- Authored iFixit.com device repair guides still used by ~150 users/month
- Resolved tier 1 and 2 support requests for internal and external customers
- Managed Active Directory user accounts, including access permissions and password resets
- Imaged, repaired, and deployed end-user hardware (desktops, laptops, phones, tablets)
- Oversaw asset management and procurement logistics
- Managed Linux and Windows VM via 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
- Cut customer lookup times from 60+ seconds to under 5 seconds by optimizing database indexing
- 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 declarative 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, noblility 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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