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Durham, NC

# Isaac Lyons

[github.com/snowskeleton](https://github.com/snowskeleton)

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## Experience

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**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

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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](https://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

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Languages & Tools

Python, Swift/SwiftUI, Auto Hotkey, Git, Docker, Nginx, Linux