

Experience

Desktop Support Technician

Net Friends, Inc – 10/2024 – Present

- Onboarding/offboarding users, including configuration of Active Directory, Azure AD, Office 365, and Exchange Online
- Manage SharePoint sites, including coordinating guest access and proper syncing between cloud and device
- Mitigate compromised user accounts and ensuring users can regain access in under 10 minutes
- 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 remotely through N-Central Take Control, and in-person
- Manage and updated DNS records, including A, CNAME, SPF, DKIM, and DMARC records through Cloudflare and others
- Update and reference knowledge base articles for common issues
- Surpass average performance metrics of the team by more than 300% on a regular basis

Desktop Support Technician

Setton Consulting – 09/2023 – 12/2023

- Developed and deployed a Python Slackbot that improved security by finding user with incorrect MFA configurations
- Edited Powershell scripts for Intune deployment
- Remotely configured and troubleshooted Windows and macOS devices through Connectwise ScreenConnect
- Administered Office 365, Intune, and Active Directory
- Configured DNS records and domain name registration 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
- Configured fiber routes to customer addresses through mainframe interface
- Coordinated process changes with hybrid team

Desktop Support Technician

SureLock Technology – 03/2021 – 03/2022

- Designed and developed custom ticketing system in Python with Django and Docker to track device repair process, eliminating “lost devices” and accurately mapping incoming parts to necessary repairs
- Developed iFixit.com guides for device repair still in use by ~150 users per month
- Resolved tier 1 and 2 support requests for internal and external customers
- Created, updated, deleted Active Directory users, passwords, and permissions
- Imaged and repaired end-user devices (desktops, laptops, phones, tablets)
- Oversaw asset management and procurement
- Managed Linux and Windows VM through 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
- Reduced customer record search time from >60 seconds down to <5 seconds by indexing the proper search field
- 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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