## Experience

### 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 projects

Self-hosting open source URL shortener (https://[runty.link](http://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](http://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: solved Rubik’s cube in 9.75 seconds

## Skills

Languages & Tools Python, Swift/SwiftUI, shell scripting, Git, Docker, Nginx, Linux

Miscellaneous skills Hardware repair, electronics soldering, power tools, carpentry