**GitHub**: [github.com/snowskeleton](http://github.com/snowskeleton)

**LinkedIn**: [linkedin.com/in/isaac-lyons-0878781aa/](http://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

(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