## Experience

### Service Desk Agent – The Standard Insurance – Remote (Feb 2024 – April 2024)

Remote PC support: software configuration/installation, password resets, general troubleshooting

InTune/ActiveDirectory/Citrix VDI

Experience with ITIL environment

### Systems Engineer – Setton Consulting – Remote (Sep 2023 – Dec 2023)

Remote support for PC/macOS workstations

Office 365/InTune/ActiveDirectory

DNS records/domain name registration

### Senior Tech Support Associate – Infosys Inc. – Raleigh, NC (May 2022 – Sep 2023)

Configured fiber routes to customer addresses through mainframe interface  
AutoHotkey script development

### Network Administrator – SureLock Technology – Atlanta, GA (Mar 2021 – Mar 2022)

Developed/hosted/supported custom Django application in Docker  
Resolved tier 1/ tier 2 support requests for internal and external customers

Linux and Windows VM management (HyperV)  
Lead computer repair (desktops, laptops, phones, tablets)

Developed iFixit.com guides still in use by ~150 users per month

### 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))

Independently created 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

63 GitHub repositories and counting!

## Skills

Languages & Tools Python, Swift, SQL, Unix/Linux shell scripting, Git, Docker

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