

Isaac Limb

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SUMMARY

Masters student in Information Systems at BYU with 3 years of enterprise IT experience supporting 60,000+ users across 500+ services. Experience with workflow automation, identity provisioning at scale, monitoring implementation, and disaster recovery planning in large enterprise environments. Built and maintain a self-hosted Linux homelab running containerized services, reverse proxy infrastructure, and network storage. Background in cloud infrastructure, data pipelines, and large-scale system operations.

PROFESSIONAL EXPERIENCE

Research Assistant

Mar 2025 – Present

BYU Information Systems Department

Provo, UT

- Built an end-to-end ML pipeline in Python analyzing 100+ game records using train-test splits, StandardScaler normalization, 10-fold cross-validation, and bootstrap confidence intervals to evaluate outcome prediction models
- Designed and executed a survey research study on workplace technology health, developing validated scale items across 7 constructs, cleaning 350+ responses, and performing EFA, CFA, and SEM to validate a structural model

Student Instructor

Aug 2025 – Dec 2025

BYU Marriott School of Business

Provo, UT

- Served as sole instructor for 90+ students across two IS 110 sections, teaching Excel, statistics, and data modeling while achieving a 93% average exam score with no professor oversight

IT Technician

Oct 2022 – Aug 2025

BYU Technology Support Center

Provo, UT

- Progressed from IT technician to Supervisor, resolving 2,000+ incidents and providing Tier 1 & 2 support across a 60,000-user enterprise environment
- Supervised shift operations for a 40-agent support team handling 300+ daily requests, triaging P1 incidents and coordinating personnel assignments through resolution
- Managed identity provisioning and access governance for a 15,000+ employee environment, processing 50+ monthly offboardings and administering owner-level permissions across campus systems.

Portfolio Liaison

May 2023 – Aug 2024

BYU Help and Support Portfolio

Provo, UT

- Led a cross-functional monitoring initiative across 15 product portfolios, coordinating with IT operations to identify and implement monitoring coverage across 500+ enterprise services
- Drove disaster recovery planning effort for the organization, facilitating cross-team discussions and contributing to DR documentation across 50+ services
- Served as primary liaison between IT support and 15 product portfolio teams, coordinating escalations, workflows, and service procedures across a 60,000-user environment

TECHNICAL SKILLS

- **Programming:** Python, SQL, Bash, VBA
- **Cloud & Infrastructure:** AWS (EC2, S3, Lambda, CloudFront, Beanstalk), Docker, Linux/Ubuntu
- **Data Engineering:** Snowflake, ETL pipelines, data warehousing
- **Dev & Tools:** Git, JavaScript, .NET, HTML/CSS

EDUCATION

BS, Information Systems | Master of Information Systems Management (MISM)

Apr 2026

Brigham Young University - Marriott School of Business

Provo, UT

- GPA: 3.92
- Minor: Mathematics