

Sara Murray

IT Engineer, US

Remote-focused SaaS Ops Administrator

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WORK EXPERIENCE

IT Engineer, US Neo4j Inc.

07/2018 - Present

San Mateo, CA

Neo4j is the only enterprise-strength graph database that combines native graph storage, advanced security, scalable speed-optimized architecture, and ACID compliance to ensure predictability and integrity of relationship-based queries. 500 employees globally.

Tasks

- Triage and resolve internal incident tickets in a timely manner
- Integrate key SSO/SAML applications into our IdP
- Daily maintenance of MDM solutions
- Deliberate on vendors and SaaS applications
- DKIM and DMARC maintenance and email filtering
- Maintain documentation for IT managed services

Contact: Jose Ramirez - jose.ramirez@neo4j.com

PROJECTS

tootstream

github.com/magicalraccoon/tootstream

2017 - 2020

- A command line interface for interacting with Mastodon instances written in Python and maintained on GitHub

pybluecalc

github.com/magicalraccoon/pybluecalc

2021 - Present

- An API connected resource to determine the cost of materials needed for items in the MMORPG Eve Online

KEY SKILLS

End User Account Lifecycle Management

Remote and In-Person Support

Soft Skills

Coordinating Depot Repairs

SaaS Administration

Network Architecture

Level 1/2/3 Support

ACHIEVEMENTS

Secure business-to-business data transfer (2018)

Worked with the Professional Services team at Neo4j to create a S3 bucket that external customers could use to send secure data.

Neo4j London office build-out (2019)

Traveled to London to create necessary network infrastructure prior to building occupancy. Also lead the placement of user equipment including power, ethernet, and peripheral connections.

ADMINISTRATION SUITE

Jamf

Full Professional Proficiency

Okta

Full Professional Proficiency

Google Workspace

Full Professional Proficiency

Office365

Full Professional Proficiency

Meraki

Full Professional Proficiency

Sophos

Full Professional Proficiency

Freshservice

Full Professional Proficiency

Slack

Full Professional Proficiency

MacOS and Windows

Full Professional Proficiency

Zoom

Full Professional Proficiency

AWS

Limited Working Proficiency

GCP

Limited Working Proficiency

INTERESTS

Cybersecurity

Chess

Cloud Computing

Linux