

# Liam Sykes

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## Experience

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### Casper Sleep Inc.

*Systems Administrator*

**New York, NY**

*October 2018 to Present*

- Heading new system integrations and building new business partnerships to streamline company management
  - Point of contact for all customer facing systems
  - Work-flow efficiency through the use of G-Suite, Zapier, Slack, Salesforce, and Jira
  - Addressing pain points in the customer's experience
- Smooth operation and management of both internal and third-party systems
  - Troubleshooting systems issues and triaging large scale problems
  - Noticing trends and resolving issues before they reach the customer
  - Ensuring the security of customers through call recording compliance checks
  - Documenting and reporting widespread issues to minimize company impact

### Casper Sleep Inc.

*Customer Experience Specialist*

**New York, NY**

*October 2017 to October 2018*

- Providing quick and efficient solutions to various customer issues
  - Front line customer support and relations
  - Addressing pain points in the customer's experience
- Weekend manager on duty

### NYU Steinhardt Studios

*Tech Worker*

**New York, NY**

*August 2015 to 2017*

- Smooth operation and management of multiple classrooms, conference rooms, and meeting spaces
- Supporting safety, production quality, and smooth facility operations
- Student and teacher relations
- Assembly, maintenance, and repair of multiple audio and video facilities

### Atmospheres Designs

*Crew*

**Tampa, FL**

*January 2011 to present (freelance)*

- Client support and communication in an event atmosphere
- Assembling lighting, linen, floral, furniture, and set designs for corporate events
- Safe and efficient load in, and load out of equipment at warehouses and event locations

## Education

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### New York University

*Bachelors of Music*

*Music Technology*

**New York**

*May 2017*

## Skills/Attributes

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- Citizen of both the United Kingdom and the United States of America, holding passports from both countries
- People to People Student Ambassador
- NYU Music Technology Student Ambassador
- Understanding of Crestron facility automation systems
- Proficient on Mac, Windows, iOS and Android operating systems
- Software development and related tooling including, Ruby, Rails, LaTeX, Arduino, Git, and Bash
- Audio recording and production using software packages such as Reaper, and Pro Tools
- Certified Peer Mediator

## Projects

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- Artist producing under the alias sYcko: <https://soundcloud.com/officialsycko>
  - Self built brand with over 2000 followers based on original electronic music productions
- Designed and programmed a MIDI instrument with digital effects and hardware controls on the Arduino platform: <https://gist.github.com/sycko/88e1bd88fc0ade9fdb29a4a5551f2d56>
- Designed and hand built a stylophone using analog electronics: <https://www.circuitlab.com/circuit/4xzx9j/stylophone-schematic/>