Liam Sykes

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Experience

Veda Data Solutions   **Remote, New York, NY**
System Engineer   *September 2021 to Present*

- Designing, implementing, and supporting corporate systems and infrastructure
  - Including internal software, SaaS offerings, network, and client hardware
- Integrating all systems into a central identity (Google) and other management platforms for ease of deployments, use, and upkeep
- Cross department collaboration to procure and integrate new systems
- Ensuring the security, availability, and performance of all corporate tools, keeping cost in mind
  - Hardware managment through JamfPro
  - SaaS managment through Zluri and proprietary tools
- Workflow automation
  - Building processes that streamline documentation
  - Lowering day to day processes from multi-step to single step processes
- Security and compliance
  - Evidence collection and documentation for HITRUST certification
  - Evaluating and building policy and procedure to remain HITRUST certified

Yext   **Remote, New York, NY**
IT Engineer   *September 2020 to September 2021*

- Workflow integration
  - Managing applications in a single sign-on application (OKTA)
  - Allocating licenses and permissions company wide
  - Implementing new automation in order to optimize account provisioning
- Hardware management (OSX and Windows)
  - OSX roll-out and maintenance through Jamf
  - Windows roll-out and maintenance through Microsoft Intune
- Security and compliance
  - Maintaining Data Custodians for high-risk applications
  - Ensuring our applications and data are compliant with SOC 2 standards
- Account and hardware provisioning for new hires as well as de-provisioning departing employees in compliance with security standards (15+ per week)

Casper   **New York, NY**
Systems Administrator (SaaS)   *October 2017 to September 2020*

- Head of operation and management for internal and customer facing systems
  - System configuration and optimization
  - Work-flow automation, documentation, and enhancement
  - New feature implementation, training, and documentation
  - Documenting and escalating widespread tech issues to minimize company impact
- Troubleshooting and Issue Investigation
  - First point of contact for systems issues and resolution
  - Planned escalation pathways for larger scale issues
- Account creation and software installation for new hires as well as account deactivation for departing employees

Education

New York University   **New York**
Bachelors of Music   *May 2017*
Music Technology

Additional Attributes

- Experienced in command line tools such as Bash and GAM
- Strong remote worker with a dedicated work space
- Dual Citizen, holding passports from the United States and the United Kingdom