

Liam Sykes

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Experience

Casper Sleep Inc.

Systems Administrator

New York, NY

October 2018 to Present

- Recording and editing phone tree announcements and training videos
- 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
 - 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, relations, 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

New York University

Bachelors of Music

Music Technology

New York

May 2017

Skills/Attributes

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

Projects

- Founder of audisea.io, a collective focused on providing audio solutions
- 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/>