

**Liam A. Hefferman**

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**Employment History**

**Azara Healthcare** (2022 - 2023)

Technical Support Specialist

- Desktop support & product access control for healthcare data management software
- Managed employee device onboarding & remotely supported users through Jira & NinjaRMM
- Jira/Confluence management, AD/AAD hybrid environment, hardware support & inventory

**Red5 Pro** (2021 - 2022)

Technical Account Manager

- Supported low-latency live video streaming for solo devs & enterprise clients
- Helped manage support requests, updates on the latest versions of Red5 Pro server, helped QA/testing; custom work & special projects for enterprise customers.
- Slack, Zendesk support requests & KB, Jira/Confluence.

**Carlton PR & Marketing** (2014 - 2021)

Marketing Assistant & IT

- Social media marketing, client materials creation
- Helped implement systems migration, (Office365 & Google Apps). IT help desk, create & maintain Wordpress websites.

**Mass Innovation Nights** (2014 - 2021)

Event Support & Technology

- Event setup & A/V, social media support. Event images & materials, signage, design.
- **Virtual Events via HopIn.To** - MIN133 with UMass Lowell Research Institute, August '20. MIN134 with WE BOS. October '20. Day-of operations, virtual expo booth onboarding, live-to-tape stage show.

**Innovation Women** (2015 - 2021)

Marketing Assistant & IT

- Marketing program research & support, images, signage, design, website maintenance.
- **IW@Home Virtual Summit via HeySummit** - Day-of operations, user onboarding of 50+ speakers, site maintenance, Zoom, live recordings, mixing, database management.

**Emerson College IT** (Jan 2019 - August 2020)

IT Support & Help Desk

- On-site support for students & staff at Emerson College in Boston. DUO Auth management, created Zendesk guides, remote device management & support through Jamf. Windows & MacOS Domain support.

**netBlazr** (2018)

Marketing & Technology Intern

- CRM (Zoho) management, customer introduction events, customer onboarding, on-site technology support (SolarWinds, oNMS, local patching).

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**Education**

BA Business of Creative Enterprises, **Emerson College** '20, Boston, MA

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**Technical**

PC/Mac/Linux/\*nix. iOS/Android. Social Media: Facebook/Twitter/Tumblr/LinkedIn/Instagram/many others. CMS: Wordpress, WIX, Etc. Video editing: FinalCut/Premiere/others. Photo editing: Photoshop/Krita/GIMP. Microsoft/Apple/Google Document Suites. A/V operation. Office365/SharePoint/Google Workspace deployment. AAD/Active Directory management. Jamf/NinjaRMM remote management. CLI: Powershell/bash. Atlassian Suite.