Sidney Sykes

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Summary

Technology Analyst who onboarded over 1000 student accounts and over 100 staff accounts in Education Technology, successfully increased program retention rates by 10%, tutored students in coding, and graded projects with a 70% to 84% success rate.

Education

University of Mississippi	**Master of Science in Engineering Science**
University, MS	Graduation: May 2023
University of Mississippi	**Bachelor of Science in Computer Science**
University, MS	Graduation: December 2020
Northwest Mississippi Community College	**Associate of Arts Degree**
Senatobia, MS	Graduation: May 2018

Skills

- **Software:** Microsoft Excel, Microsoft PowerPoint, Microsoft SQL Server, Microsoft Word, Microsoft 365, and Visual Studio Code
- **Technical:** SQL, Python, Java, and Troubleshooting

Professional Experience

Curriculum Associates, LLC — **Education Technology Fellow**
North Billerica, MA (Remote) — July 2024 – Present

- Accelerated the Provisioning and Data Services team to achieve historical growth in the 2024-2025 Back-to-School season by 9%.
- Configured and onboarded over 100 school districts and institutions' i-Ready accounts.
- Documented any issues with the Auto Provisioning team to notify educators.

University of Mississippi — **Graduate Teaching Assistant**
University, MS — August 2021 – May 2023

- Tutored nearly 100 students with bi-weekly projects to expand their understanding of Java programming and configure technical issues in two years.
- Diagnosed and graded projects with a 70% to 84% success rate per semester using Microsoft Office, Blackboard, and IntelliJ.
- Collaborated with the course instructor to keep the weekly pace of the course within five months.

The Louis Stokes Mississippi Alliance for Minority Participation Program — **Upperclassmen Mentor**
University, MS — August 2021 – May 2023

- Mentored 10 to 15 mentees in the IMAGE Program, successfully navigating the semester through Zoom or in-person meetings for 2 years.
- Documented mentees' progress to ensure success in their rigorous courses and personal life in Microsoft Word in 5 months.
- Encouraged attendance and increased mentees' program retention rates by 10% for 2 years.

Milwaukee Tool — **WMS Analyst Intern**
Olive Branch, MS — June 2022 – August 2022

- Led the team to 100% employee database innovation approval by coordinating project tasks among multiple departments to complete tickets to diagnose and solve technical issues.
- Submitted reports and other documentation to assist development team members with SQL Server, Workday, and HighJump.
- Increased warehouse management system efficiency by 10% in 2 months, improving Workday productivity.
- Improved team productivity by 10% by learning new tasks and how to handle technical issues appropriately.

Ole Miss Premium Services — **Gameday Student Worker**
University, MS — September 2018 – August 2020

- Honored as one of the Best Gameday Student Workers in 2019 for generated reports of findings by management.
- Offered extraordinary customer service to over 1,000 guests and gameday attendees for 2 years.
- Adhered to Ole Miss Athletics and NCAA policies, safety procedures, and performance standards.

Professional Associations

- A-OK Toastmaster Club
- Black Graduate and Professional Student Association
- Phi Theta Kappa Honor Society
- Men of Excellence
- National Society of Black Engineers
- LSMAMP IMAGE Program