

RESUME • AUGUST 2026

Simon Lively

Technical enablement · AI platform · SaaS & cloud engineering

LLM agents & APIs · Technical demos · Training & labs · IAM/SSO · Automation · GTM enablement

Professional summary

Technical enablement and enterprise systems engineer with 10+ years of experience building, operating, integrating, and teaching complex SaaS, cloud, identity, and automation platforms. Hands-on experience with LLM APIs and agentic workflows, technical demos and proof-of-concepts, user provisioning and IAM/SSO, API integrations, scripting, troubleshooting, documentation, and customer-facing technical delivery. Known for translating fast-moving technical capabilities into practical demos, repeatable workflows, training material, and support processes that technical and non-technical teams can use with confidence.

AI, automation & platform projects

- Built and operate a self-hosted AI platform using LiteLLM, Ollama, OpenWebUI, SearXNG, and API-connected tools, with routing across local and cloud models for different workloads.
- Built and integrated an agentic assistant environment using Hermes Agent with browser/search, terminal, file, vision, messaging, and automation capabilities, including WhatsApp-based interaction and tool-driven workflows.

- Use AI coding tools, including OpenAI Codex-style repo-backed workflows, as part of daily engineering work for scripting, infrastructure automation, troubleshooting, integrations, and application changes.
- Develop automation and integrations with PowerShell, Python, Bash, REST APIs, JSON/YAML, webhooks, and workflow tooling to reduce repetitive administration and create reusable self-service processes.

Technical expertise

LLM APIs and agents

Tool calling and agent frameworks

LiteLLM, Ollama and OpenWebUI

Microsoft 365 and ServiceNow

IAM, SSO, SAML, MFA and RBAC

PowerShell, Python and Bash

REST APIs, JSON and YAML

CI/CD and Infrastructure as Code

AWS, Azure and Google Cloud

Kubernetes, Docker and VMware

Technical demos and PoCs

Training, labs and runbooks

Professional experience

GuidePoint Security — Senior Security Engineer

October 2025 - July 2026

- Delivered senior-level technical consulting and troubleshooting across enterprise cloud, SaaS, identity, and hybrid infrastructure environments.
- Translated client requirements, architectures, security controls, and operational constraints into implementation guidance, technical documentation, and scalable recommendations.
- Supported integrations and deployments across Microsoft 365, Azure, AWS, Google Cloud Platform, identity governance, APIs, and enterprise security platforms.
- Diagnosed complex authentication, access, networking, API, application-configuration, and third-party integration issues for client and internal teams.

Epic Games — SaaS Engineer

February 2025 - October 2025

- Administered and supported global, business-critical SaaS platforms, ServiceNow, AWS-hosted services, and cloud-connected enterprise applications.
- Resolved access, workflow, integration, configuration, and service-reliability issues affecting distributed teams in a fast-moving environment.
- Partnered with engineering, security, vendors, and business stakeholders on SaaS integrations, lifecycle management, platform changes, and service improvements.

Uber Technologies Inc. / IMCS Group — Senior Systems Engineer

May 2022 - January 2025

- Administered enterprise SaaS platforms and integrations spanning Microsoft 365, AWS, Google Cloud, identity services, APIs, and business applications supporting global operations.
- Developed PowerShell and workflow automation that reduced repetitive administration and improved operational consistency.
- Reduced system-related escalations by 40% through stronger SOPs, runbooks, knowledge documentation, and repeatable support processes.
- Partnered with Security, Compliance, Legal, Vendor Risk, and Operations teams to translate governance and business requirements into platform changes.

Citrix Systems / Genesis Global — SaaS Administrator

March 2021 - May 2022

- Administered and optimized 37 enterprise SaaS applications, maintaining access, compliance, lifecycle controls, and continuous operation.
- Integrated 39 enterprise applications into standardized IT management processes, improving interoperability and audit readiness.
- Supported API integration projects and coordinated with Security Assurance, Legal, and Vendor Risk through application review, onboarding, and governance

workflows.

Covenant Technology Solutions — Senior Systems & Network Engineer

January 2019 - March 2021

- Served as lead engineering and escalation resource for nine client organizations across infrastructure, networking, cloud, virtualization, identity, and business applications.
- Built demo/proof-of-concept environments and delivered technical solution walkthroughs for prospective and existing clients, demonstrating capabilities and implementation approaches.
- Led on-premises, hybrid, and cloud migration projects; provided customer-facing implementation planning, advanced troubleshooting, documentation, and knowledge transfer.

Mattress Firm Inc. — Learning Technology Specialist / LMS Systems Administrator

May 2015 - January 2019

- Managed learning and collaboration systems serving 10,000+ users across 3,500 locations, including user access, licensing, compliance, and operational support.
- Supported sales-facing platforms and workflows in a large distributed retail organization, including cloud-connected access and integration work around Microsoft Dynamics.
- Automated administrative and provisioning workflows and reduced escalations by 35% through mentoring, documentation, process improvement, and vendor coordination.

Education & technical training

- Campbell High School · Smyrna, Georgia

- GED · West Central Technical College · Carrollton, Georgia
- College Certifications · West Central Technical College · Bremen and Carrollton, Georgia
- AWS Solutions Architect coursework / certification preparation · In progress

Volunteer leadership

Martins Creek Volunteer Fire Department — Junior Lieutenant / Volunteer Firefighter

2025 - Present. Apply structured incident coordination, communications, technical documentation, radio/networking, mapping, and operational-readiness skills in a time-sensitive emergency-response environment.

Source: Reconciled directly against SimonLively-Resume-Aug2026.docx. Confidential employer, client, and infrastructure details remain excluded.