

Explore the SYKES Tech Academy



The SYKES Tech Academy in Costa Rica provides students and existing SYKES employees with advanced technical education, empowering them to gain internationally recognized certifications. After graduation, students have the potential to support some of the world's top technical brands through SYKES' strong business relationships.

SYKES Tech Academy provides great value to top enterprise tech companies:

- Provides qualified people to your team through a focused academy
- Delivers on user expectations in a timely manner
- Establishes elevated competence in resolving technical issues
- Helps solve talent-stream challenges overall

The SYKES Costa Rica operation has also been recognized for outstanding service:

- 2014: Chamber of Exports of Costa Rica, Cadexco
 - Award in Service Exports (BPO) category
- 2015 and 2016: Chamber of Industries of Costa Rica
 - "Route of Excellence" award
- 2017: Chamber of Industries of Costa Rica
 - Award for human talent management
 - Award for client and markets management
- 2017: Chamber of Exports Award in Social Corporate Responsibility
 - For the SYKES Tech Academy program

SYKES helps its Tech Academy students develop varied skills. Some of the classes offered in the curricula include:

- CompTIA A+
- CompTIA Server+
- CCNA Module 1: Introduction to Networking
- CCNA Module 2: Routing and Switching Essentials
- CCNA Module 3: Scaling Networks
- CCNA Module 4: Connecting Networks
- CCNA Security, Wireless
- CCNP R&S, Collaboration, Security
- Linux Essentials, II and III
- ITIL
- Virtualization (VMware)
- Introduction to Programming: Python
- Database: SQL
- Amazon Web Services (AWS)

The SYKES Tech Academy proudly supports SWIT, the SYKES Women in Technology program:

- Gender-equality program that develops talent for technical accounts supported by SYKES Costa Rica
- Promotes and facilitates the inclusion of women in technical accounts, where female participation is traditionally low, and empowers them to learn more about high-technology growth options

ABOUT SYKES

SYKES is a leading, global digital-marketing and customer-care outsourcer. SYKES provides differentiated, full lifecycle customer-engagement services to Global 2000 companies and their end consumers at key touchpoints. Headquartered in Tampa, Florida, SYKES' comprehensive suite of solutions addresses the needs of major companies around the world — serving such industries as communications, financial services, technology, healthcare, transportation and leisure, insurance, retail and energy.