

# Edwin J Melendez

Developer Support Engineer with 5 years of start up experience and 10 years experience overall.

Broken Arrow, OK 74014

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## EXPERIENCE

### **Dropbox, Remote, OK — API Support Engineer**

March 2021- Jun 2021

HelloSign API developer support and Salesforce integration support.

### **TaxJar, Remote, MD/OK — Support Engineer**

Feb 2019 - Feb 2021

Tier 2+3 support for SaaS sales tax solution. API/integration support.

### **CallTrackingMetrics, Severna Park, MD — Sr. Support Engineer**

Feb 2017 - Feb 2019

Support for inbound call tracking and contact center solutions. Promoted to Sr Support Engineer/Team Lead.

### **Hyland Software, Tampa, FL — Support Engineer**

Nov 2014 - Feb 2017

Enterprise content management solution support. Emphasis on Windows Client/Server support and System Administration.

### **Nielsen, Oldsmar, FL — Sr Data Production Associate/Systems Support Analyst**

Apr 2011 - Nov 2014

Log ingestion analysis, promoted to Team Lead and later worked as Jr. Windows systems administrator.

## EDUCATION

### **Saint Leo University — B.S. Computer Information Systems**

Graduated Aug 2014

## SKILLS

API Support

Web Development

Fundamentals

Technical Tooling (ticketing, systems, logging systems etc.)

Systems Administration  
w/interest in DevOps

## CONTINUING EDUCATION

Launch School

LinkedIn Learning

Linux Academy

The JavaScript BootCamp

## LANGUAGES

Fluent in English and Spanish  
and limited knowledge of  
Brazilian Portuguese