Edwin J Melendez

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

Broken Arrow, OK 74014
(813) 385-2400
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EXPERIENCE

Various Organizations — *API Support/Customer Support Lead*

Jun 2021 - Present

I decided to take a quasi sabbatical and during this time I have taken a couple of freelance/contract assignments in which I helped two different startups build out API support functions.

Dropbox — *API Support Engineer*

March 2021- Jun 2021

HelloSign API Developer Support and SalesForce Integration Support.

TaxJar — *Support Engineer*

Feb 2019 - Feb 2021

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

CallTrackingMetrics — Sr. Support Engineer

Feb 2017 - Feb 2019

Support for inbound call tracking and contact center solutions. SIP/VOIP/WebRTC and Telephony APIs. Promoted to Sr Support Engineer/Team Lead.

Hyland Software — Support Engineer

Nov 2014 - Feb 2017

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

Nielsen — *Sr Data Production Associate/Systems Support Analyst*

Apr 2011 - Nov 2014

EDUCATION

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

SKILLS

API/Developer Support

Web Development Fundamentals (Ruby/JS/Python/HTML)

Systems Administration w/interest in DevOps and Data

CONTINUING EDUCATION

A Cloud Guru

DataCamp

The JavaScript BootCamp

Educative.io