Edwin J Melendez

Developer Support Engineer/Data Analyst 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

ipdata — *Customer Success/Support Lead*

Aug 2021 - Present

Supplemental position where I own all customer-facing functions for a popular geolocation API startup.

TapResearch — *API/Data Integration Specialist*

Jul 2021 - Present

New role in a market research firm in which I own an external API offering in addition to internal/external data integrations + associated analytics.

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

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

Apr 2011 - Nov 2014

EDUCATION

BS. Computer Information Systems - Saint Leo University

SKILLS

API/Developer Support

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

Systems Administration- interest in DevOps and Data

CONTINUING EDUCATION

A Cloud Guru

DataCamp

The JavaScript BootCamp

Educative.io