

Edwin J Melendez

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

Broken Arrow, OK 74014

(813) 385-2400

info@edwinj.dev

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