

Felix Balda

364 Ocean Avenue, apt 209, Revere, MA, 02151
baldafelix@gmail.com – (617) 369-2833 – linkedin.com/in/felix-balda

Education	Bachelors of Information Technology <i>Minor in Business</i> <i>Northeastern University, Boston, MA</i>	<i>Sept. 2019 – May. 2022</i>
	A.S Information Technology <i>Bunker Hill Community College, Boston, MA</i>	<i>Sept. 2014 – May. 2017</i>
Technical Skills	Languages: JavaScript, HTML, CSS, PHP, C++.	
Languages	Fluent in English, Spanish (written and spoken), and Portuguese (spoken).	
Experience	Avaso Technology -AirCanada Airlines Project (Contractor) <i>Information Technology Support</i>	<i>March. 2023 – Present</i>
	<ul style="list-style-type: none">• Proficient in resolving technical issues with scanners, boarding pass printers, and bag tag printers.• Skilled in troubleshooting and maintaining airport kiosks to ensure smooth and efficient operations.• Strong problem-solving abilities to identify and address IT-related challenges promptly.• Demonstrated expertise in providing reliable support for various airport systems and equipment.	
	Digital Lumens <i>Technical Support Engineer</i>	<i>Feb. 2022 – Feb. 2023</i>
	<ul style="list-style-type: none">• Maintain locally hosted and cloud IIoT systems consisting of 1,000's of intelligent lights, sensors and power meters• Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.• Track alerts generated by the servers and ensured proactive measures are taken to prevent any major hardware failure.• Resolve technical issues through diverse customers utilizing TeamViewer.• Performed component level analysis of IoT electrical hardware• Create a system that tracks Digital Lumens products using Salesforce and Oracle NetSuite.	
	EzCater (Internship) <i>Information Technology Service Engineer</i>	<i>Jun. 2021 – Dec. 2021</i>
	<ul style="list-style-type: none">• Administered user and computer accounts within the Active Directory, ensuring streamlined access management.• Delivered first and second-tier technical support to a diverse user base, resolving daily operational challenges effectively.• Systematically documented issue resolutions in compliance with IT Service Desk standards, utilizing the ServiceNow ticketing system.• Orchestrated hardware deployments, including workstations, laptops, monitors, and associated equipment, optimizing organizational efficiency.	
	Wayfair (Internship) <i>Information Technology Engineer</i>	<i>Jun. 2020 – Dec. 2020</i>
	<ul style="list-style-type: none">• Managed the ServiceNow Ticket System, triaging and resolving IT-related issues within established SLAs.• Administered Active Directory, managing user accounts, permissions, and group policies.• Oversaw the Office365 Admin Portal, handling user provisioning, license management, and email configurations.	

- Implemented and supported VOIP systems, ensuring reliable communication across the organization.
- Diagnosed and repair internet service. LAN networks, wireless, and email failures.
- Coordinated and executed on-boarding meetings for corporate and virtual call center +500 new hires.

Boston Rescue Mission (Internship)

Web Developer

Jan. 2017 – May. 2017

- Wrote cross-browser compliant XHTML, CSS JavaScript.
- Developed a dynamic and interactive website using WordPress and Wix.
- Participated in discussions with leadership to identify and deliver desired outcomes.
- Integrated websites with Facebook, Twitter, and YouTube.

Projects

JavaScript Website

Aug. 2018

- Developed, maintained, and executed comprehensive e-commerce art platform.
- Delivered quality code by applying the best development practices.
- Executed code based on instructor directions.

PHP Website

Aug. 2020

- Designed cinema ticketing system based on instructor guidelines.
- Implemented code based on project specifications.
- Tested and documented code.
- Created MySQL database to store data.

Interests

Learn new skills, travel, technology, hiking, and soccer.