Edwin Feliz

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WORK EXPERIENCE

Zifo RND **Jun. 2022 – Present**

Lab Support Engineer *Boston, MA*

- Successfully support over 500's laboratory instrument-related PCs, adeptly configuring them for optimal performance with control software.
- Executed routine maintenance tasks, including generating and uploading audit trails to AutoTask/Datto/Jira/ServicesNow, managing inventory, coordinating deployments, and offering post-implementation assistance for various computing devices.
- Windows/Linux supports global laboratories machines with over 100 devices per client including ELN and Unicorn.
- Empower Deployment with LACE box and AWS workspace administrator experience.
- Cultivated and maintained robust working relationships with startup companies, laboratory owners, IT teams, scientists, and project management teams.
- Business Continuity by integrating Patching Policy with Azure active directory (AD) and Veeam software for DLP on the laboratories machines.
- Developing Standard Operating Procedures (SOP) and Security practices for all 100 plus PC devices within the laboratory, integrating compliance with RnD, GMP standards into all documentation.
- Manage Empower and Dotmatics, including dealing with issue-hot fix, change request, access request, Account Reset / Enabled, Password Reset, Registration Modification, MFA access, Vortex issue.

SlipStream (ModernaTx) **Jul. 2021 – Jun. 2022**

Desktop Support Engineer *Boston, MA*

- Provided support to a leading biotech company, managing global lab devices and instruments. Delivered remote assistance for Microsoft Office, resolved lab communication issues, troubleshot iPhone and network-related problems, including patching and cable testing
- Configuration of Airwatch Vmware and provided day-to-day administration of Mac OS and iOS devices.
- Utilized Exchange to create scripts with a GUI for batch user imports into DL/Shared Mailbox, whitelist domains, and create resources for conference rooms on a global scale.
- Managed projects, including Dell Boomi, CSV file updates, and importing batches of new employee mobile phone numbers into Active Directory.

HCL **May 2021 – July 2021**

Help Desk Analyst *Providence, RI*

- Technical Support at hospital of devices and administered with Active Directory, including adding/removing users, creating computers, applying group policies, and creating Exchange email recipients for new users.
- Assisted users with their shared mailboxes and distribution lists and troubleshot causes of email, Microsoft malfunction.

EDUCATION

Fitchburg State University
Bachelor of Computer Sciences and Minor Criminal Justice
Fitchburg, MA

Mount Wachusett Community College
Associate's degree, Criminal Justice/Law Enforcement
Gardner, MA

TECH SKILLS

Certificate: Network+, Security+
Hardware-Laboratory Instrument: Zebra, Hamilton, Illumina, Agilent, Empower, Dotmatics, Benchling, Thermofisher
Microsoft-Apple: Powershell, Active Directory/Intune, MS Exchange, Airwatch Vmware
Database-Programing Language: MySQL, Python