

FELIX BALDA

IT Support Engineer

617-369-2833 | baldafelix@gmail.com | San Diego, CA | CompTIA Network+ Certified

PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years of experience resolving hardware, software, network, and systems issues across high-volume help desk, robotics teleoperation, and enterprise IT environments. Skilled in ticketing systems (ServiceNow), Active Directory/Office 365 administration, and process automation that reduces resolution time and manual workload. CompTIA Network+ certified, trilingual (English, Spanish, Portuguese), and experienced collaborating with engineering and product teams to resolve complex, cross-functional technical issues.

CORE SKILLS

Ticketing & ITSM: ServiceNow, Salesforce, Jira, MaintenanceCare, SLA Management, Incident/Problem Management, Ticket Triage & Routing

Systems & Identity: Active Directory, Office 365 Administration, User Provisioning, Access Control, License Management

Networking & Hardware: TCP/IP, LAN/WAN Troubleshooting, Peripheral & Endpoint Deployment, Remote Diagnostics

Platforms & Process: Windows, macOS, Remote Teleoperation Interfaces, Workflow Automation, Root-Cause Documentation

Languages: English (Proficient), Spanish (Proficient), Portuguese (Spoken)

PROFESSIONAL EXPERIENCE

Robot Teleoperation Support Specialist | Symbotic *Sep 2025 – Present*

- Remotely monitor and operate autonomous robotic systems across 21 warehouse sites, handling 100–150 alerts per shift and diagnosing real-time technical faults and mechanical anomalies via teleoperation interfaces to sustain continuous, safe operations and minimize unplanned downtime.
- Document incident root causes and partner with engineering and onsite operations teams to drive system reliability improvements, contributing to a measurable reduction in repeat incidents.

IT Help Desk Technician | Kayaku Advanced Materials *Apr 2024 – Aug 2025*

- Managed and prioritized 10–15 IT support tickets per day through a centralized ticketing system, consistently meeting SLA targets and maintaining high end-user satisfaction ratings.
- Diagnosed and resolved hardware, software, and network issues for end users; installed, configured, and maintained computer systems, peripherals, and network equipment, including full hardware/software deployment for new-hire onboarding.

IT Support Specialist | AVASO Technology Solutions *Apr 2023 – Nov 2023*

- Diagnosed and resolved technical issues with scanners, boarding pass printers, bag tag printers, and airport self-service kiosks; performed maintenance, troubleshooting, and startup validation to ensure uninterrupted passenger processing and compliance with operational standards.

Technical Support Engineer | Digital Lumens *Feb 2022 – Feb 2023*

- Provided direct technical support to users via phone and email, documenting and categorizing each issue to streamline resolution and reduce repeat tickets.
- Automated recurring support processes to reduce manual work and minimize errors, and coordinated with Product Management and Software Development teams to resolve complex, cross-functional issues and refine support infrastructure.

Information Technology Engineer — Intern | Wayfair 2019 – 2022

- Managed the ServiceNow ticketing system and administered Active Directory/Office 365 — handling ticket routing, prioritization, user provisioning, and license management in alignment with SLA requirements.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Information Technology, Minor in Business — Northeastern University (2019–2022)

Associate Coursework in Information Technology — Bunker Hill Community College (2014–2017): networking basics, programming, database systems

Certification: CompTIA Network+