JUAN SALCEDO

Everett, MA, USA 🏠
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www.linkedin.com/in/jd-salcedo in

System Engineer with 15 years of experience in technical support roles. Extremely motivated to constantly develop my skills and grow professionally.

Experience

11/2025 –PRESENT
Cloud Security & Infrastructure Engineer / ROI Solutions, Medford - MA

- Design and secure AWS environments, implement Terraform-based IaC, support PCI DSS compliance, and collaborate with engineering and security teams.

06/2023 –10/2025
Systems Engineer II / ROI Solutions, Medford - MA

- Managed enterprise systems, production support, vulnerability remediation, virtualization, SIEM, and compliance operations.

09/2020 –05/2023
Systems Engineer / ROI Solutions, Medford - MA

- Responsible for planning, implementation, installation, operation and maintaining systems hardware, software applications and Information Technology infrastructure.

01/2019 –09/2020
Systems Administrator / ROI Solutions, Medford - MA

- Responsible for configuration and maintenance of all technological aspects of the Organization. This includes implementation configuration, coordination, control, maintenance, troubleshooting, security, usage monitoring, and the development of specialized procedures relating to the use of the server and software environment within the organization.

01/2018 –12/2018
Field Tech Senior / NTT Data / AMGEN, Cambridge - MA

- Responsible for installation, implementation, maintenance, troubleshooting and/or repair of desktops, notebooks. Provide detailed descriptions of issues in trouble ticket system and followed up diligently to ensure swift resolutions

03/2014 –1/2016
Network Engineer / Fenoco S.A, Santa Marta - Colombia

Fenoco is a major railroad supply company in northern Colombia.

-Provided support by installing, trouble-shooting, and maintaining data communications equipment, and supporting end users in the use of such equipment.

11/2010 – 03/2014
Desktop Support Technician / Fenoco S.A, Santa Marta - Colombia
-Provided support to end-users with laptops, desktops, printers, mobile devices and software challenges. Daily tasks included installing, and maintaining a wide range of computers, LAN and software issues

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Education

Systems Engineer / Magdalena University, Colombia (09/2012)

Volunteer Experience

09/2016 – 02/2017
Volunteer Computer Classes/ Community Learning Center, Cambridge, MA

Certifications