

RAFFI MENDOZA

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Randolph, NJ 07869

SOFTWARE ENGINEERING EXPERIENCE

General Motors | Warren, Michigan
Software Engineer

January 2023 — Present

- Established and initiated change records to complete patching for Windows & Linux servers monthly, achieving **over 95% security fitness**
- Redesigned automated scheduling update tool to access libraries in Python3 & enhanced GUI readability resulted in reduced manual errors
- Reduced failure rate through cross-collaboration between Manufacturing sites & Patching teams to ensure guidelines have been met
- Compiled list of redundancies to streamline tech stack and optimize timelines during patch cycles resulting in **20% reduction** in manual effort

COMET Informatics | Rochester, NY Area
Software Engineer Intern – Internal Logging

June 2021 — October 2021

- Participated in cross-functional team with focus on migrating from .NET Framework 4.5v (COMET02) to .NET Core 2.2v (COMET03) with EF Core 2
- Handled and reduced errors found in multiple instrument applications from Production/Testing/Staging within COMET02 for current clientele
- Modified Logging API to run exceptions after a failed HTTP request occurs and implemented angular interceptor to catch and log requests

MANAGEMENT EXPERIENCE

Martin J. Whitman School of Management | Syracuse, NY
Technology Services Consultant

September 2021 — May 2022

- Administered technical support to prestigious business school for **over 2000~ students and staff** both walk-in and over-the-phone utilizing Salesforce
- Resolved underlying issues both software and hardware specializing in Excel, Certified Dell repairs, and related problems with a derived solution
- Promoted and maintained COVID-19 safety guidelines, policies, and the conditions of accessible equipment within three IT service locations

Every Nation Church NJ | Dover, NJ
Media and Sound Operator Volunteer

April 2014 — August 2018

- Managed a dedicated team of audio and media tech volunteers to maintain an engaging and professional experience for **60+ church members**
- Advocated technological upgrades such as sound & monitor systems, cost-effective computer specifications, and energy-saving protocols
- Established standard procedures including electronic maintenance, security practices, resource availability, and health & safety regulations

SELECTED PROJECTS

Access Control System

April 2022 — May 2022

- Devised embedded system project that would substantially improve lab room security and management for staff using RFID cards and RC522 Module
- Identified **7 subsections** that represent key components to satisfy our goal to achieve automating daily attendance records for end users
- Conducted user testing by mapping arrays of metadata to RFID card to represent both authenticated/unauthenticated individuals' to be printed on LCD

React JS Shopping Cart

November 2021 — December 2021

- Instituted eCommerce proposal utilizing MERN technology stack to develop dynamic single page web application to purchase products listed
- Managed team by creating weekly backlog of requirements for final demonstration and oversaw technical shortcomings during weekly meetings

Twitter Sentiment Analysis

April 2021 — May 2021

- Pioneered experimental research with a small team to efficiently collect and perform positive or negative sentiment results on user tweets that are distributed into three sample groups related to topics such as Vaccine/Masks, Police/Social issues, and U.S. Presidential election of 2020
- Reduced collection time to an average of **2 Minutes per name** with optimized python analysis script using Rest API, PyTorch, and Transformer library
- Data mined **250,000 tweets** from twitter users named "Karen" and 24 other common female names group and translated positive tweet percentage overall (including sample names) into visual bar graph: Karen resulting an overall **46.6% positive rating (2nd out of 25 sampled names)**

Pet Renter Web Application

February 2021 — April 2021

- Conducted stand-up meetings as scrum master with small team to review completed and uncompleted tasks and to update burndown chart
- Utilized Java WTP for web development and integrated multiple web services synced with customer database with JSP files, MySQL, and JDBC
- Administered and organized **50+** sprint backlogs under login/register, view pet listings, pet details, cart, and order details within scrum board

EDUCATION

B.S. Computer Science

Syracuse University

2018 – 2022

- Data Structures
- Discrete Mathematics
- Social Media & Data Mining
- Software Specification and Design
- Intro to Artificial Intelligence
- Web System Architecture & Programming

- Linear Algebra
- Analysis of Algorithms
- Probability and Statistics
- Software Implementation
- Operating Systems
- Access Control, Security, and Trust

RELEVANT SKILLS

Programming Languages: Java, HTML, CSS, JavaScript, Python, C/C++, C#, R, Julia, SQL, Bash

Experience with: Project Management, Full Stack Development, Data Analysis, Elastic Beanstalk, Heroku, Entity Framework Core 2, Git, Azure DevOps

University Involvement: Multicultural Affairs WellsLink Leadership Program, Syracuse University Boxing Club, Filipino Student Association

Hobbies/Interests: Boxing, Fencing, Cross Country, Powerlifting, Bodybuilding, Music, Fashion, Cooking, Traveling, Video Games, Videography