

RAFFI MENDOZA

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EDUCATION

Syracuse University
B.S. Computer Science

2018 – 2022

Data Structures | Linear Algebra | Discrete Mathematics | Analysis of Algorithms | Social Media & Data Mining | Probability & Statistics | Software Specification & Design | Web System Architecture & Programming | Operating Systems | Access Control, Security, & Trust

EXPERIENCE

General Motors | Warren, MI

January 2023 – August 2024

Systems Engineer – Change & Release Management

- Led monthly patching for 12,000+ Windows & Linux servers, achieving **over 95%** security compliance for global vehicle & battery assembly plants in 2023 by implementing 100 Change Records, risk assessment audits, omit decommissioned servers, & SSL Cert Renewals
- Provided 24/7 support during patching weekends by monitoring ITSM activity and resolving bottlenecks before downtime window concludes
- Handled ETL requests for SQL/NoSQL & ESX/ESXi servers, maintaining accurate asset tracking and compliance across CMDB & ITSM
- Enhanced automated Patch Group scheduling tool with improved UI/UX, documentation, and API integration for Chrome Driver updates

Martin J. Whitman School of Management | Syracuse, NY

September 2021 – May 2022

Technology Services Consultant

- Provided technical support to business school students and staff in-person and remotely using Salesforce ticket system
- Resolved underlying issues in software and hardware including Excel, Certified Dell repairs, and related problems with a derived solution
- Ensured COVID-19 safety protocols were adhered to by maintaining accessibility and quality of IT equipment at three service locations

COMET Informatics | Rochester, NY

June 2021 – October 2021

Full-Stack Software Engineer Intern – Internal Logging

- Collaborated in a cross-functional team to migrate from .NET Framework 4.5v (COMETO2) to .NET Core 2.2v (COMETO3) with EF Core 2
- Managed and minimized errors in various instrument applications for clientele within COMETO2 across Production, Testing, and Staging
- Enhanced Logging API functionality to handle exceptions post failed HTTP requests and integrated angular interceptor for request logging
- Refined lazy loader component for table list view by **75% (120ms to 30 ms)** by monitoring service in browser

SELECTED PROJECTS

WeatherOrNot (Study Tool)

July 2024 – September 2024

- Pioneered centralized study tool hub hosted in single-page web application that features: Pomodoro Timer, Task List, and Spotify Web Player
- Propelled by Work-From-Home environment, leverages WeatherAPI and Spotify Web API to dynamically adjust background sounds and personalized playlists based on user-selected location, creating a seamless, weather-based audio experience

Running Tracker

January 2023 – February 2023

- Developed a dynamic Spring Boot web application, that tracks user's running logs. Features RESTful APIs for handling CRUD operations, implementing best practices in data validation and efficient query optimization to communicate between application and SQL DB
- Integrated client-side with authentication for security, leveraging correct data mapping with Thymeleaf and MySQL for robust user experience

Access Control System

April 2022 – May 2022

- Built RFID-based embedded system for lab security and automating daily staff attendance tracking, using RFID cards and RC522 Module
- Mapped RFID metadata for authentication, with LED blinker to visualize authorization, and displaying results on an LCD after user testing

React JS Shopping Cart

November 2021 – December 2021

- Developed an eCommerce proposal using the MERN stack to create a dynamic single-page web application to purchase convenient products
- Led a small team, organized weekly backlogs, and tackled technical challenges during meetings, with a focus on building React Components

Twitter Sentiment Analysis

April 2021 – May 2021

- Performed sentiment analysis on **260,000 tweets** to disprove "Karen" Archetype based on COVID-19, social issues, and 2020 U.S. election
- Optimized model computation time from (**15 to 2 minutes per sample**), by reducing the amount of tweets collected per sample to 100
- Visualized sentiment results using PyTorch to showcase overall sentiment ratings with Karen resulting with an overall 46.6% positive rating

Pet Renter Web Application

February 2021 – April 2021

- Facilitated stand-up meetings as scrum master, tracking progress and updating burndown charts during each one week sprint
- Utilized Java WTP for web development to integrate web services synced with a customer database using JSP files, MySQL, and JDBC
- Streamlined project management by organizing 50 sprint backlogs for core features such as login/register, pet listings, and order details in Kanban Board, with each to be completed at the corresponding deployment phase, improving sprint efficiency and team productivity

RELATIVE SKILLS

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

Experience With: Full-Stack Development, Release Engineering, Data Analysis, DevOps, Agile, Cloud Infrastructure, Git, ServiceNow

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, Literature, Videography