Tristan Mendoza   tristanm.tx@gmail.com   (512) 706-5318
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Remote preferred; hybrid acceptable within 30 miles of Austin, TX; unlimited travel acceptable if financed

Lifelong science and technology professional with 30 years of experience across the entire I.T. landscape in networking, systems administration, DevOps and InfoSec. Recently published a reference guide covering network and RHCE topics, is motivated to getting cloud-native as possible, with self-healing infrastructure deployment leveraging Kubernetes and other IaC solutions like Ansible, Terraform, and CloudWatch wherever possible.

------------------------- *Certifications and Technical Areas*

Cisco CCNA Route/ Switch and CCNA CyberOps/ InfoSec; AWS Solutions Architect Associate, MEF SDN/NFV Professional
EC-Council Certified Ethical Hacker (CEH), and Forensics Investigator (CHFI); CompTIA Sec+, Net+, and CASP

- ***Networking:*** Firewalls (IPTables; Cisco ASA; Fortigate; pfSense); TCP/IP, Routing (RIP, OSPF, EIGRP, BGP), VPN (IPsec and SSL, EVPN), ELAN (L2TPv3/MPLS); Vendors: Cisco, Meraki, Juniper, Dell, HP, Aruba, Brocade, Ruckus, ADVA
- ***Infosec & Monitoring:*** Packet capture, inspection/ analysis with Wireshark; testing with nmap, hping; SIEM (Splunk, ELK stack), Vulnerability assessment (Qualys, Nessus, etc.); Security Onion, SolarWinds, Nagios, Prometheus
- ***Infrastructure:*** Virtualization & Cloud (AWS, GCP, VMware ESXi/NSX, OpenStack); Cloud Native (Kubernetes, OpenShift, Istio, Helm; Weave Flux, GitOps); CI/CD & Infrastructure as Code (Ansible, Terraform, CloudFormation, Puppet, Chef, Jenkins)
- ***Operating Systems:*** Linux (since 1999), Windows Server (since NT 1995; Active Directory, Group Policy), BSD, MacOS
- ***Programming:*** Python, Bash, PowerShell (current); C/C++, Java, Perl (legacy)

------------------------- *Employment History*

Author, Technical Writer
Aug 2024 to present - Self-published via LeanPub
- Wrote and published *Linux and Network SysAdmin Companion Reference: Quick Refreshers, Primers, and Overviews*, aimed at providing concise technical insights for Linux system administration, network engineering, security, and some DevOps
- Has material continuously refined since 2010 on topics such as CCNA/CCNP routing and switching, RHCE, security and enterprise server setup.
- Spans 250+ pgs, 8.5x11 inch pages designed for printing and tacking up in a workspace (i.e., cubicle) for quick-access.
- Actively updated, forthcoming chapters on cryptography, ASA firewall config, EVPN/VXLAN/BGP, and QUIC- all in draft stages

Network/SysAdmin/DevOps Consultant, Contractor
Mar 2019 to present - Freelance; Partnered with consulting/staffing firms
- Expanded on prior freelance consulting (mentioned below with examples for 2015-2018) with a stronger focus on Cloud/DevOps; teamed with several firms to support clientele such as: ProLogic ITS, Premier Technology Solutions, and Cedar Park Medical.
- Supported the company ARM with racking, stacking, and wiring data center equipment.. Upgrading storage and RAM in HPE Proliant, Apollo; Dell EMC PowerEdge, Ision; Huawei Taishan; and NetApp chassis.
- Introduced to developing machine learning and deep neural networks (Python, Tensorflow, NumPy/Pandas, Keras) through a project for GXC's CEO. Have since written plug-and-play templates for overfiting and underfitting tests for model training
- Interacted with CEO of WeaveWorks; learned about managing multi-cloud Kubernetes, Ansible, etc., config files with GitOps (leveraging Git for quick rollback and rapid recovery Infrastructure as Code (IaC) configuration 'source of truth' files).
- Obtained AWS Solutions Architect Associate certification and updated skills in Active Directory and EVPN-VXLAN over BGP.
- Consolidated years of technical writings, organizing quick reference guides and documentation on network, Linux, and infosec topics into a cohesive format that later became the basis for publication.
- Successfully installed VMware ESXi on unsupported Mac Mini 2012 hardware, enabling virtualization of enterprise appliances such as F5 systems. (VMware claims the Mac Mini is completely incompatible, but this project demonstrated otherwise)

Network Engineer II, Enterprise Managed Services Ops, Event/ Incident/ Problem Mgmt team
Jul 2018 to Feb 2019 - Charter Communications; Spectrum Enterprise
- Part of a specialized team of 10-12 engineers responsible for critical after-hours on-call rotations ensuring continuous network operations in line with Spectrum Enterprise's 99.999% uptime SLA for corporate LAN and VPN connectivity
- Delivered advanced support for enterprise ELAN tunnels, repairing L2TPv3 circuits and ensuring reliable connectivity between geographically dispersed customer offices via Spectrum's Juniper-based MPLS core.
- Remotely logged into equipment for high-touch troubleshooting and design adjustments requiring advanced configuration.
- Diagnosed and corrected misconfigurations in firewall filters, access control lists (ACLs), and Quality of Service (QoS) settings that could cause network outages, performance degradation, or bandwidth issues.
- Equipment: RAD, ADVA fiber; Cisco 800, 1900, 2900, and 3900 series ISR's, ASR 1000's, ASA 5xxx's, Meraki, Fortigate 80c, 500; either Juniper MX or Cisco 2921 at provider edge; Ruckus SCG and Cisco Wireless LAN Controllers (WLCs)
- Other supported products: DIA (direct internet access), Ethernet over DOCSIS (EoD), Carrier EoD. On premise video deployment: QAM inspection, channel insertion, IP video (courthouses, State Legislatures, City government)

Network/SysAdmin/DevOps Consultant, Contractor
Jan 2015 to Jun 2018 - Freelance; Partnered with consulting/staffing firms
- Racked, stacked, and wired data center equipment
- Upgraded and re-provisioned workstations in hospitals for offices and critical patient care areas, ensuring minimal disruption.
- Configured and deployed LANs, installing MacOS and Windows workstations in K-12 schools and sensitive government agencies, including Family and Protective Services
- Performed security assessments; penetration tests, and vulnerability analysis of SMBs.
- Provided consultation on WiFi provisioning for a conference with 6,000+ attendees.
- Created technical content on networks, Linux, and infosec, dissatisfied with "teach-to-the-test" cetification prep literature
- Explored Docker, Kubernetes, and OpenShift for containerization projects starting in 2016

Network Security Engineer: Systems Operations, Vulnerability Management
Sep 2017 to Feb 2018 - Experian Health
- Reported to the VP of IT Ops; collaborating with production control, change management, and DevOps teams.
- Resolved vulnerabilities identified by tools such as Qualys, Tanium; utilized Jira,Helix ALM for ticket management.
- Patched, scripted, and upgraded physical and virtual systems across multiple data centers to mitigate risks.
- Remediated Cisco, Dell, F5, Linux servers (Ubuntu/Red Hat), Windows Server, and Windows VDI images.

Network Consultant
Jun 2017 to Sep 2017 - CompuCom
- Analyzed and resolved network outages from the customer premise border to internal endpoints.
- Assessed and remediated issues with equipment in the Premise Distribution Closet - fiber to Cat6 converters, ODUs; PDU, routers, switches, firewalls, onsite NAS, telephony gateway, etc)
- Evaluated all site workstations for operational status, remediated if needed.
- Provided clear, non-technical overview to the site manager regarding completed activities, scheduled upgrades, and replacements expected by the next premise inspection.

Departmental Executive Assistant
Aug 2006 to Oct 2014 - Austin Community College - Psychology, Sociology
- Consulting for Department Chair; provided faculty and staff support; a non-tech position during tech market downtime.
- Leveraged downtime into professional development iin systems, networking, and security, ensuring tech skills remained current.
- Applied RHCSA/RHCE principles to define strategies for Debian-based Linux and BSD Unix systems.
- Refined network engineering knowledge, focusing on Cisco technologies and subnetting
- Followed the development of BackTrack Linux through its evolution into Kali Linux

Systems Administrator
Feb 1999 to May 2006 - Texas Radiation
- Evaluated multiple Linux versions for stability and performance.
- Implemented Bash, PERL, and Python scripts for automation and management
- Kept up-to-date on Windows Server and Active Directory developments

Programmer/ Software Developer
May 1999 to Feb 2001 - HumanCode (acquired by Sapient)
- Developed object-oriented programs in Actionscript, PHP/MySQL, Java and C++
- Advised on company-wide IT support issue resolution.

Computer Programmer/ Network Services
Jun 1994 to May 1999 - University of Texas at Austin
- Co-managed all labs provided by College of Education; supervision and training to all lab staff.
- Provided faculty, staff and students IT support throughout the College of Education and Kinesiology departments.
- Managed configuring automated software deployment to 250-300 workstations in 7 labs, each serving distinct curriculum needs
- Facilitated network infrastructure and planning, assisting senior network planners for the College.
- Administered group policies and user/group memberships on Windows Servers.

-------------------------- *Education*

May 1996 to May 2000 - University of Texas at Austin
Information Systems and Computer Science coursework (non-degree plan)

May 1985 to May 1989 - LBJ Science Academy (secondary school)
College level BIO I & II, CHEM, PHYS. Honors english, history, and mathematics