Victor Mendonca

RHCE, RHCSA, Ansible Certified, Microsoft Certified Associate, AWS-CSAA, Puppet Certified, A+, Network+
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Linux Systems Administrator | RHEL and Automation

PROFESSIONAL SUMMARY

Linux Systems Administrator with 15+ years of experience managing and optimizing RHEL and other Linux environments in enterprise settings. Skilled in automation with Ansible and Red Hat Satellite, middleware support (JBoss/WildFly), and monitoring with Grafana, Splunk, and Azure Monitor. Recognized for exceptional attention to detail, producing clear documentation and runbooks that improve consistency and onboarding. Experienced in hybrid infrastructures with Azure and AWS, with a strong passion for automation and process improvement.

CORE SKILLS

- **Operating Systems:** Red Hat Enterprise Linux (RHEL) 5-9, CentOS, Ubuntu, Arch
- **Scripting:** Bash, PowerShell
- **Containers:** Docker, Podman
- **Configuration/Automation:** Ansible, Puppet, Red Hat Satellite, Rundeck
- **Cloud:** Azure, AWS, Linode, DigitalOcean
- **Virtualization:** Vagrant, VirtualBox, VMware, AWS EC2, Azure Virtual Machines, LXC, QEMU
- **Networking:** SSH, (S)FTP, iptables, firewalld, Load Balancing, Wireshark

- **Web/Middleware:** JBoss/WildFly, Apache, Tomcat, ActiveMQ, HAProxy
- **Monitoring/Logging:** Zabbix, Grafana, SolarWinds, Splunk, Azure Monitor, WhatsUp Gold
- **Databases:** MySQL, Oracle SQL, InfluxDB, SQL Server
- **CI-CD/Version Control:** Git (GitLab, GitHub, Azure DevOps)
- **ITSM & Infrastructure:** ServiceNow, IncidentMonitor
- **Security:** SELinux, SSH hardening, OS hardening, patch compliance, Tenable
- **Applications:** Manhattan Associates WMOS (10 years); Follett Aspen (3 years)

WORK EXPERIENCE

Linux Administrator
Wawanesa Insurance, Toronto, ON (Jan 2024 - Apr 2025)

- Administered RHEL and Amazon Linux servers across hybrid on-prem and AWS environments.
- Automated patching and configuration with Ansible and Red Hat Satellite, reducing manual effort by 40%.
- Integrated ServiceNow with Ansible to auto-create change requests and incidents, improving SLA compliance.
- Authored runbooks and SOPs that improved task consistency and cut onboarding time for new staff.
- Monitored system health with Grafana, Splunk, and CloudWatch, ensuring 99.9% uptime.

Linux Administrator
Fujitsu Americas, Toronto, ON (Dec 2020 - Dec 2023)

- Managed a 40-server WildFly cluster on RHEL 7 in Azure with ActiveMQ and Azure SQL Database.
- Performed daily Azure operations: provisioning, monitoring, troubleshooting, backup/recovery, and patching.
- Automated tasks with Bash, PowerShell, and Ansible via Azure DevOps pipelines, reducing outage windows.
- Resolved WildFly startup issues, enabling full automation of nightly shutdowns and saving significant costs.
- Supported and enhanced Azure pipelines for database refreshes and Java deployments.
- Built Grafana dashboards with Azure Application Insights/Logs, improving visibility and alerting.
- Authored knowledge base articles and mentored colleagues on automation best practices.

Warehouse Management System Support Specialist (Consultant)
LCBO, Toronto, ON (Aug 2019 - Mar 2020)

- Produced infrastructure documentation: server layouts, monitoring indexes, load balancer rules, and startup dependencies.

- Developed startup/shutdown scripts, reducing outage windows and improving reliability.
- Implemented SolarWinds monitoring with email/Slack alerts for faster incident response.

Application Admin (Consultant)
Home Hardware Stores Ltd., St. Jacobs, ON (May 2012 - Apr 2019)

- Designed and deployed JBoss on RHEL 5.6–7.2, including load balancing, failover, and HA rules.
- Converted server setup and installs to Ansible, reducing deployment time from 4 days to 20 minutes.
- Migrated cron jobs to Rundeck, centralizing scheduling and improving auditability.
- Implemented GitLab version control for middleware code and authored 20k+ lines of Bash scripts.
- Configured monitoring with WhatsUp Gold, JBoss Operations Network, and custom scripts.
- Authored documentation, internal forums, and launch pages to improve team knowledge sharing.

WMS System Admin
Shoppers Drug Mart, Toronto, ON (Jun 2010 - May 2012)

- Supported Manhattan WMS (WM, LM, SCI, Vocollect) and related RF/voice devices.
- Administered 15 AIX, 12 HP-UX, and 35 Windows servers, ensuring patch compliance across environments.
- Installed and configured business integration applications, producing build books and support documentation.

Product Support Specialist
Accubid Systems, Concord, ON (Oct 2007 - Jun 2010)

- Provided product support for a leading software developer specializing in professional electrical, mechanical, and structural cabling bidding.

Level 2 Tech Support
Siemens Canada (3Com), Mississauga, ON (Apr 2005 - Oct 2007)

- Provided technical support for wireless and entry-level network products such as ADSL/DSL routers, access points, switches, and wireless switch managers.

EDUCATION

- **Unix/Linux System Administration -** (Seneca College of Applied Arts and Technology), *2008-2010*

CERTIFICATIONS

- **Red Hat Certified Engineer** *(2023)*
- **Microsoft Certified: Azure Administrator Associate** *(2022)*
- **Microsoft Certified: Azure Fundamentals** *(2021)*
- **Red Hat Certified System Administrator** *(2020)*
- **AWS Certified Solutions Architect Associate** *(2020)*
- **Red Hat Certified Specialist in Ansible Automation** *(2019)*
- **Puppet Professional Certification** *(2015)*
- **CompTIA IT Operations Specialist** *(2007)*
- **CompTIA Network+** *(2004)*
- **CompTIA A+** *(2004)*

Certification Profile: https://www.credly.com/users/victor_mendonca
Red Hat Certification ID 190-152-439: https://rhtapps.redhat.com/verify?certId=190-152-439

LANGUAGES

- **English** (*fluent*)
- **Portuguese** (*fluent*)

PROJECTS

- **Mississauga LUG:** Founder of local LUG - https://geekit.ca/project/mlug/
- **RHCSA Study Guide:** Community study guide for the RHCSA exam - https://rhcsa-study-guide.org
- **RHCE Practice Exam:** Community practice exam for the RHCE exam - https://rhce-practice-exam.org