Victor Mendonça

RHCE, RHCSA, Ansible Certified, Microsoft Certified Associate, AWS-CSAA, Puppet Certified, A+, Network+
Mississauga, ON | victor@geekit.ca | Web: https://victormendonca.com/
GitHub: https://github.com/victorbrca | LinkedIn: https://www.linkedin.com/in/victormendonca/

Linux Systems Administrator

TECHNICAL SKILLS

- **Oprating Systems:** RHEL 5-8, CentOS, Ubuntu, Arch
- **Scripting &Automaton:** Bash, PowerShell, Ansible
- **Cloud & Virtualization:** Azure, AWS, DigitalOcean, Vagrant, VirtualBox, Docker/Podman
- **Networking:** SSH, (S)FTP, iptables, firewalld, Load Balancing, Wireshark
- **Monitoring & Logging:** Zabbix, Grafana, SolarWinds, Splunk, Azure Monitor

- **Databases:** MySQL, Oracle SQL, InfluxDB, SQL Server
- **DevOps & CI/CD:** Git (GitLab, GitHub, Azure DevOps), Rundeck
- **ITSM & Infrastructure:** ServiceNow, Apache, Tomcat, JBOSS/WildFly
- **Applications:** WMOS, Manhattan Associates (10 years), Aspen, Follet (3 years)

WORK EXPERIENCE

Linux Administrator

Wawanesa Insurance, Toronto, ON   *Jan 2024 - Apr 2025*

- Managed on-prem and cloud Linux servers consisting of RHEL and Amazon Linux
- Responsible for Linux OS patching, support and configuration
- Created documentation for various day-to-day activity improving team consistency when executing tasks
- Automated Satellite content view publish/promotion/clean up, and maintenance via Ansible playbooks, decreasing the time spent on activities and minimizing the chance for human error
- Automated ServiceNow changes and requests creation with Ansible, as well as new incident handling and closing

Linux Administrator

Fujitsu Americas, Toronto, ON   *Dec 2020 - Dec 2023*

- Managed a cluster of 40 WildFly servers on RHEL 7 operating system, hosted on Azure infrastructure with Active MQ as the message broker and Azure SQL Database as the backend
- Managed and executed daily operational tasks on the Azure cloud platform, encompassing tasks such as resource provisioning, monitoring, troubleshooting, backup and recovery, performance tuning, and patching
- Automated operational tasks, support, and investigation procedures with Bash and PowerShell scripts
- Implemented Ansible via Azure DevOps pipeline for OS patching and configuration management, reducing outage time and streamlining processes
- Resolved WildFly startup issues associated with deprecated vendor configurations, enabling full automation of nightly shutdown processes, resulting in substantial cost savings for the company
- Supported and executed code changes/fixes for multiple Azure pipelines used for database refreshes and Java deployment across all environments
- Facilitated and provided guidance to colleagues in code development and automation pipeline improvements
- Configured and maintained Grafana dashboards with alerts, utilizing Azure Application Insights and Logs as the primary data source
- Authored multiple knowledge base articles on Azure DevOps Wiki, providing valuable insights and best practices to the team

Warehouse Management System Support Specialist (Consultant)

LCBO, Toronto, ON   *Aug 2019 - Mar 2020*

- Created a range of essential infrastructure documents, including server layouts, monitoring indexes, load balancer rule lists, startup script dependencies, and endpoint configurations, to ensure smooth operations.

- Developed several application startup/shutdown scripts for various scenarios, reducing outage windows and enhancing system reliability.
- Implemented monitoring (using SolarWinds) for different application components, configuring email and Slack alerts for timely and efficient issue resolution.

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

- Spearheaded the initial design, installation, and documentation of all LMS apps on JBoss/RHEL (5.6 through 7.2) to ensure smooth and seamless deployment
- Designed and implemented load balancing, fail-over, and high availability rules for the core warehouse application and its components, ensuring reliable and consistent operations
- Configured monitoring using WhatsUp Gold, JBOSS Operations Network, and numerous Bash scripts
- Introduced an internal forum that served as a knowledge base for the middleware team
- Developed a start page with links to documents and applications that became a standard launch page for the IT infrastructure/project team, improving accessibility and productivity
- Implemented version control by migrating all middleware code to an on-premises GitLab server
- Coded support and admin/maintenance scripts (over 20,000 lines of code) used by the middleware team
- Migrated cron jobs to a centralized scheduling solution (Rundeck), improving job management and scheduling
- Converted the server setup and application install processes to Ansible, reducing application installation time from 4 days to just 20 minutes, increasing efficiency, and improving productivity

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

- Provided comprehensive support for the Warehouse Management System (WMS) software, including Manhattan's WM, LM, SCI, and Vocollect, as well as RF scanners, voice picking devices, and printers
- Administered a diverse range of environments, consisting of 15 AIX servers, 12 HP-UX servers, and 35 Windows servers
- Conducted weekly patches for applications on all environments, including Windows, Unix, and databases
- Designed and executed the installation and configuration of the business integration application on new environments, complete with 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)*
- **Network+** *(2004)*
- **CompTIA A+** *(2004)*

LANGUAGES

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