

# Victor Mendonça

RHCSA, Ansible Certified, Microsoft Azure Fundamentals Certified, AWS-CSAA, Puppet Certified, A+, Network+

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## Linux System Administrator

### TECHNICAL SKILLS

- Linux (RHEL 5-8, CentOS, Ubuntu, Arch)
- Scripting/Languages (Bash, PowerShell, Batch, SQL, YAML, Expect, CSS)
- Configuration Management (Ansible, Puppet)
- Monitoring (WhatsUp, Zabbix, SolarWinds, JBOSS Operations Network, Grafana, Azure Monitor Alerts)
- Networking (SSH, S/FTP, iptables, firewalld, LB rules design, Wireshark)
- Databases (MySQL, Oracle SQL, InfluxDB, SQL Server)
- Virtualization (Vagrant, VirtualBox)
- Git (GitLab, GitHub, BitBucket, Azure DevOps Repo)
- CI/CD (Azure DevOps)
- Schedulers (crontab, Control-M, Rundeck, AppWorx)
- Web (Apache)
- Java Application Servers (Tomcat, JBOSS/WildFly)
- Cloud (Azure, DigitalOcean, AWS)
- ITSM (ServiceNow, IncidentMonitor)
- Dashboards (Grafana, SolarWinds)
- Containers (Docker, Podman)

### WORK EXPERIENCE

#### Linux Administrator

*Fujitsu Americas, Toronto, ON*

*Dec 2020 - Present*

- Supported a cluster of 40 WildFly servers (on RHEL 7) running on Azure infrastructure with Active MQ as the message broker and Azure SQL Database as backend
- Drastically improved time spent on operational tasks (support, investigation and other day-to-day activities) by automating them with Bash and PowerShell scripts
- Introduced Ansible for automation of OS patching and configuration management improving outage time
- Developed a Docker environment used to test Ansible deployments with Molecule
- Fixed WildFly startup issues related to deprecated configuration provided by the vendor, allowing fully automation of nightly shutdown of environments that saved the company thousands of dollars
- Improved application startup by adding multiple stage checks to the startup scripts
- Automated the setup of a local Linux environment (WSL) used by other infrastructure team members saving time spent on manual work
- Supported and applied code changes/fixes to multiple Azure pipelines used for automating database refreshes and Java deployment to all environments
- Configured and Maintained Grafana dashboards (including alerts) using Azure Application Insights and Logs as data source
- Improved and authored multiple knowledge base articles on Azure DevOps Wiki

#### Warehouse Management System Support Specialist (Consultant)

*LCBO, Toronto, ON*

*Aug 2019 - Mar 2020*

- Composed numerous infrastructure documents (server layouts, monitoring indexes, load balancer rule list, startup script dependency, endpoint configuration)
- Scripted multiple application startup/shutdown scripts for different scenarios decreasing outage windows
- Configured monitoring (SolarWinds) for different application components with email and Slack alerts
- Standardized environment loading scripts and automated the deployment to lower-level environments with Ansible
- Authored multiple knowledge base articles that were previously non-existent

## **Application Admin (Consultant)**

*Home Hardware Stores Ltd., St. Jacobs, ON*

*May 2012 - Apr 2019*

- Responsible for the initial design, install and documentation of all LMS apps on JBoss/RHEL (5.6 through 7.2)
- Designed load balancing, fail-over and high availability rules for the core warehouse application and its components
- Configured monitoring for all project apps via WhatsUp Gold (Ipswitch), JBOSS Operations Network and numerous Bash scripts
- Constructed a unified system environment profile (Bash) that loaded application variables and aliases based on the server it was being executed on
- Introduced an internal forum that was utilized as knowledge base by the middleware team
- Designed a start page with links to documents and applications that became a standard launch page for the IT infrastructure/project team
- Authored and maintained a server/environment layout document that was later adopted by the whole IT infrastructure/project team
- Introduced version control by moving all middleware code to an on-premises GitLab server
- Coded numerous support and admin/maintenance scripts and aliases (over 20000 lines of code) used by the middleware team (i.e.: printer setup, SSL configuration, system check aliases, etc.)
- Developed a sync script in Bash that downloaded code from a GitLab repo and automatic synced it to servers based on server type. Later configured post Git commit scripts to automatically deployed the code to the web servers
- Moved all cron jobs for the lower-level environment servers to a centralized scheduling solution (Rundeck)
- Converted the server setup and application install processes to Ansible, cutting down the application install time from 4 days to 20 mins

## **WMS System Admin**

*Shoppers Drug Mart, Toronto, ON*

*Jun 2010 - May 2012*

- Provided support for all (WMS) Warehouse Management System software (Manhattan's WM, LM, SCI and Vocollect) including RF scanners, voice picking devices and printers
- Administered 4 environments, consisting of 15 AIX servers, 12 HP-UX servers and 35 Windows servers
- Applied weekly patches (Windows, Unix and DB) to applications on all environments
- Introduced an Oracle sqlplus wrapper to minimize user errors during vendor patches. The script was sent upstream to the vendor and became standard for software delivery for the project
- Came up with the logic and method of comparing binaries and script versions between two systems
- Responsible for the design, install and configuration of the business integration application on new environments, including build books and support documentation
- Designed a solution to monitor the application, transactions and database via custom Korn, pl/sql scripts, and HP OVO
- Designed the logic behind a script that handled load balancing, fail over and disaster recovery

## **Product Support Specialist**

*Accubid Systems, Concord, ON*

*Oct 2007 - Jun 2010*

- Provided product support on the leader software developer for professional electrical, mechanical and structural cabling bidding
- Dealt with MS-SQL installations
- Decreased the number of calls by creating documentation with instructions on the most common problems. These allowed clients to resolve common issues without having to contact support
- Reduced time when migrating clients by creating a package that allowed the conversion of files when skipping one or more versions. Before the package existed, it was necessary to install all versions of the program to sequentially convert the files

## **Level 2 Tech Support**

*Siemens Canada (3Com), Mississauga, ON*

*Apr 2005 - Oct 2007*

- Provided Tech Support on Wireless and entry level network products (ADSL/DSL routers, APs, switches, wireless switch managers)
- Setup a forum, chat and product information/start page for L2 technicians resulting into a centralized point of reference for all agents
- Monitored Queue and assigned calls to agents making sure that SLA level stayed within the requirements
- Point of escalation between Brazilian client's and service escalation
- Designed a start page for Portuguese agents and a pre-defined interactive script page for faster case documentation

## EDUCATION

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

## CERTIFICATIONS

- **Microsoft Certified: Azure Fundamentals** (Microsoft), 2021
- **Red Hat Certified System Administrator** (*Red Hat*), 2020
- **AWS Certified Solutions Architect Associate** (*Amazon Web Services*), 2020
- **Red Hat Certified Specialist in Ansible Automation** (*Red Hat*), 2019
- **Puppet Professional Certification** (*Puppet Labs, Inc.*), 2015
- **Network+** (*CompTIA*), 2004
- **CompTIA A+** (*CompTIA*), 2004

## LANGUAGES

- **English** (*fluent*)
- **Portuguese** (*fluent, mother tongue*)
- **Spanish** (*beginner*)