

# Victor Mendonça

AWS-CSAA, RHCSA, RHCP, PCP, A+, Network+

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## Linux System Administrator

### TECHNICAL SKILLS

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

### WORK EXPERIENCE

#### Linux Administrator

*Fujitsu Americas, Toronto, ON*

*Dec 2020 - Present*

- Supported a cluster of WildFly applications running on Azure infrastructure with Active MQ and SQL Server backend
- Created shell scripts to automate operational tasks
- Refined update process by adding checks, updated tools and automation components
- Improved documentation

#### 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
- 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

#### 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-premise 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 amount 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**

- **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** (*intermediate*)