

# Levi Mendes

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## Technical Skills

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- **Systems & Administration:** Windows, Linux, Active Directory, VMware
- **Networking & Security:** TCP/IP, DNS, Palo Alto firewalls, Cisco, Zscaler
- **Cloud & Infrastructure:** AWS (EC2, RDS, Route 53), Azure, M365
- **Automation & Scripting:** Python, Ansible, PowerShell
- **Tools & Platforms:** SolarWinds, Cohesity, Axway, Tenable, Git, ITSMs like ServiceNow and Cherwell
- **Identity & Access Management:** BeyondTrust, Microsoft Password Manager Pro
- **Service Desk:** Ticket Management, End-User Support, Hardware and Software Installation and Maintenance

## Work Experience

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### USable Life

February 2024 - Present

#### *Infrastructure/Development & Automation Engineer Intern*

Remote, Little Rock, AR

- Administered and maintained Windows and Linux server infrastructure across Azure cloud and on-prem environments, supporting identity management, virtualization, security, and enterprise system reliability
- Developed and deployed Python, Ansible, and PowerShell-based automation tools integrated with existing systems, processing 1M+ data points with zero errors and significantly improving system reliability, documentation, and operational efficiency
- Configured and maintained network and firewall security (Palo Alto, Cisco, Zscaler, Azure/Microsoft Sentinel), enforcing access control policies and strengthening overall security posture across enterprise infrastructure
- Designed and improved infrastructure automation workflows, reducing manual intervention and increasing system reliability across enterprise environments

### United States Citizenship and Immigration Services

Jan 2023 - September 2023

#### *Field Service Engineer*

South Burlington, VT

- Provided technical support and resolved software, hardware, and networking issues in an enterprise environment, while assisting with Windows server administration and system maintenance
- Performed device imaging and in-person setup with new users, as well as setup, maintenance and repair for software, peripherals, laptops and tablets

## Project Experience

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### Ansible Inventory Automation Project

Feb 2022 - May 2022

#### *Project Manager - Lead Engineer*

Remote

- Developed and implemented a suite of Ansible playbooks that worked to consolidate network device inventory and records between my company's different services, including VMware, SolarWinds, and our ITSM Cherwell.

### CIS Benchmark GPO Rollout

January 2025 - December 2025

#### *Project Manager - Lead Engineer*

Remote

- Project Manager for a large-scale initiative to configure over 300 customized Group Policy Objects across dozens of Windows Server 2022 systems, ensuring full compliance with the latest CIS security benchmarks and modern hardening standards.

### Full Stack Social Media Web Application

January 2026 - April 2026

#### *Collaborative Project - Lead Engineer*

Burlington, VT

- Designed and deployed a full stack web application with AWS-hosted infrastructure (EC2, RDS, Route 53), supporting scalable user interaction for over 14,000 users with reliable backend services
- Developed a responsive React frontend, implemented RESTful Flask APIs, managed PostgreSQL database, and deployed and maintained infrastructure on AWS (EC2, RDS, Route 53)

## Education

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### University of Vermont, College of Engineering and Mathematics

Burlington, VT

Bachelor of Science in Computer Science

Expected May 2027

GPA: 3.4/4.0

**Additional Education:** A.S. in Information Technology - Community College of Vermont