

LEONARDO MEJIA MENDOZA

Managua, Nicaragua | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL SUMMARY

Systems Administrator and IT Operations Engineer specializing in enterprise infrastructure automation, endpoint security, and systems architecture for high-volume BPO environments (500+ endpoints). Adept at engineering programmatic automation to replace manual administrative overhead, ensuring operational continuity across global campaigns. My technical approach bridges the gap between local IT operations and advanced engineering. Currently pursuing the Microsoft Azure Administrator Associate (AZ-104) and AWS Cloud Practitioner certifications to integrate on-premise infrastructure workflows with scalable cloud environments and DevOps automation.

PROFESSIONAL EXPERIENCE

IT Operations Engineer | *Inspiro*

Mar 2023 – Present | Managua, Nicaragua

- Manage the local IT infrastructure lifecycle and endpoint security for a highly available enterprise BPO environment supporting over 500 workstations, balancing tier-3 incident escalation with the continuous engineering of automated solutions.
- Infrastructure Automation:** Engineered architecture-aware PowerShell wrappers to automate zero-touch software provisioning, resolving critical post-installation race conditions and reducing manual deployment times by over 95%.
- Vulnerability & Patch Management:** Orchestrated offline OS patching and silently mitigated **3,400+ zero-day vulnerabilities (CVEs)** across the endpoint fleet by engineering advanced package management scripts that overcame native OS execution restrictions.
- Network & Identity Operations:** Executed port-level network topology adjustments via Cisco CLI to accommodate dynamic campaign requirements, administered Active Directory lifecycles (OU migrations, strict GPO compliance), and engineered a SYSTEM-level DNS Auto-Healing daemon that **reduced VoIP incident drops by 95%**.
- Security Hardening:** Enforced enterprise Data Loss Prevention (DLP) standards by engineering architecture-aware scripts that dynamically locked down unauthorized applications and applied strict filesystem access controls.
- IT Operational Excellence Award (Q4 2025):** Recognized for bridging IT operations and business goals through rigorous SLA tracking and actionable incident documentation.

NOTABLE ENGINEERING PROJECTS

SAMAR - AI-Powered Edge Computing Security System | *Commercial Production* Sep 2025 – Apr 2026
Deployment

- Engineered an active security auditing system using an Edge Computing architecture to process video locally, ensuring total data privacy with zero cloud dependency.
- Integrated a hybrid detection motor using OpenCV for lightweight motion filtering and YOLOv8s for deep learning semantic classification, achieving a **0% false-positive rate**.
- Implemented native Python Threading to process asynchronous SMTP alerts, optimizing hardware resources to reduce CPU usage by over 80% during idle periods.

EDUCATION & CERTIFICATIONS

Bachelor's Degree, Engineering in Computer Systems

Jan 2021 – May 2026

Universidad Politécnica de Nicaragua (UPOLI) | Managua, Nicaragua

- **Graduated with Honors (96/100).** Specialized in Systems Architecture and IT automation.
- Served as an Academic Tutor, mentoring students in programming fundamentals (Python) and network infrastructure architecture.
- Showcased system automation and server configuration solutions at the university's Tech Innovation Fair.

Licenses & Certifications

- **Microsoft AI Skills Fest 2026:** Earned upon completing the DevOps and Azure Infrastructure learning tracks. [\[View Credential\]](#)
- **Microsoft Certified:** Azure Administrator Associate (AZ-104) - In Progress
- **AWS Certified Cloud Practitioner:** - In Progress

TECHNICAL SKILLS

- **Infrastructure & Automation:** PDQ Deploy, PDQ Inventory, PowerShell (Automation & Scripting), DISM, WinGet, Batch/CMD.
- **Enterprise ITSM & Security:** ServiceNow, Sophos Central, Ivanti Endpoint Manager, Entra ID (Azure AD), NTFS ACLs, Endpoint Hardening, DLP Compliance.
- **Systems & Networking:** Active Directory, Group Policy (GPO), Cisco CLI, VLAN Management, DNS/DHCP.
- **Software Development & AI:** Python, Edge Computing, Computer Vision (OpenCV, YOLOv8).