

Hosnel Guerrier

Senior IT Professional / Engineer / Architect



Seasoned IT professional with a comprehensive background in site reliability engineering, system architecture, and DevOps practices. Demonstrated expertise in enhancing platform stability, scalability, and resilience for global organizations like Mastercard. Proficient in leveraging tools like Splunk for monitoring, implementing CI/CD pipelines, and optimizing cloud infrastructure for performance, security, and reliability.

EDUCATION

NEW YORK CITY COLLEGE OF TECHNOLOGY

Bachelor of Technology, Computer Engineering (2013)

Associate in Applied Science, Electrical & Mechanical Engineering (2012)

TECHNICAL SKILLS / APPLICATIONS

PROGRAMMING/SCRIPTING LANGUAGES: SQL, Python, PowerShell, Bash and PHP

OPERATING SYSTEMS: Windows Server, Linux and MacOS

DEVOPS: Gitlab, Kubernetes, Terraform, CI/CD Pipelines, Splunk Logging/Monitoring (Dashboarding/Alerts/Reports), GCP, AWS and Azure, IaC, SaaS

APPLICATIONS & SYSTEMS: Jira (Confluence), Splunk, Fastly CDN, LDAP, Okta SSO and Git, F5 BigIP, Rest API

WEB DEVELOPMENT: HTML, CSS, JS, Apache, Nginx, IIS, WordPress, Laravel, NodeJS and VueJS

WORK EXPERIENCE

SENIOR SYSTEM PLATFORM ARCHITECT

MASTERCARD, NEW YORK, NY (February 2022 – Present)

- Contributed to the design, implementation, and management of Mastercard's global internet infrastructure, collaborating with multiple regional teams to ensure that platform architecture meets rigorous standards for security, scalability, and availability. As the lead architect, maintained oversight across B2B, B2E, and B2C platforms, creating a robust and adaptable infrastructure that meets Mastercard's high-performance needs.
- Developed and enforced architectural standards for monitoring, logging, and diagnostics through Splunk, leading to a comprehensive observability framework that enabled quicker detection and resolution of incidents. Established a suite of dashboards and alerts that empowered teams with real-time insights, contributing to a 40% improvement in incident response times.
- Automated repetitive processes, specifically provisioning for middleware components, which reduced the implementation timeline by over 60%. This automation not only enhanced deployment efficiency but also minimized human error, ensuring more consistent and reliable configurations.
- Played a key role in project planning and resource allocation for new and existing regional initiatives. Worked closely with cross-functional teams, including DevOps and engineering, to align project goals with Mastercard's overarching infrastructure roadmap.
- Conducted in-depth performance tuning, capacity planning, and configuration management to optimize Mastercard's internet components, ensuring that the infrastructure could handle increased demand and continue to perform efficiently under peak loads.
- Created detailed technical documentation for the architecture and processes, facilitating knowledge transfer and enabling efficient onboarding for junior engineers. Mentored and guided a team of four junior engineers, fostering their growth in infrastructure and site reliability practices.

SENIOR BUSINESS OPERATIONS ENGINEER (SITE RELIABILITY ENGINEER)

MASTERCARD, NEW YORK, NY (December 2019 – February 2022)

- Actively participated in the end-to-end lifecycle management of Mastercard's core services, including initial design, deployment, ongoing operation, and refinement phases, to ensure maximum reliability and performance of mission-critical systems.
- Conducted comprehensive ITSM analyses, identifying gaps and areas for improvement in operational resilience. Provided targeted feedback to development teams, driving cross-functional collaboration to enhance system reliability and address potential weaknesses.
- Supported pre-release activities, such as system design consulting, capacity planning, and launch reviews, to ensure that services were thoroughly prepared for production environments. Emphasized reliability, scalability, and fault tolerance in the design phase, resulting in smoother deployments and reduced post-launch incidents.
- Developed and maintained CI/CD pipelines to automate software promotion into higher environments. Pioneered best practices for DevOps and continuous integration, establishing a deployment process that reduced time-to-market for updates while ensuring quality and consistency.
- Led the disaster recovery planning and execution for critical Mastercard applications, orchestrating bi-annual exercises that validated and improved the organization's ability to handle high-stakes outages. This proactive approach strengthened Mastercard's operational resilience and minimized downtime risks.
- Instrumented extensive monitoring using Splunk, crafting dashboards and alert systems that tracked key performance indicators, latency, and overall health metrics across Mastercard's infrastructure. These tools enabled faster issue identification and reduced mean time to recovery by over 30%.

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- Practiced a blameless incident response methodology, conducting post mortems to analyze root causes and implement continuous improvements. Championed an environment of learning and growth by dissecting production events and applying lessons learned across the organization.

KEY ACHIEVEMENTS:

- Reduced mean time to recovery (MTTR) by over 30% by implementing a proactive monitoring and incident response framework.
- Led disaster recovery planning and execution, ensuring operational continuity and minimizing downtime risks across critical Mastercard applications.

DEVOPS ENGINEER

1-800-FLOWERS.COM, CARLE PLACE, NY (May 2018 – December - 2019)

- Managed and optimized cloud infrastructure on GCP and Azure, overseeing a major migration initiative that involved moving nine e-commerce sites to GCP. Designed and implemented CI/CD pipelines for code and database deployments, streamlining the release process and reducing manual intervention.
- Developed custom tools and scripts to automate a range of operational tasks, significantly increasing team productivity and reducing the time spent on repetitive activities. Implemented automation workflows that enhanced deployment accuracy and contributed to a more robust infrastructure.
- Integrated centralized logging solutions with Splunk to aggregate and analyze data across multiple cloud environments. This allowed for real-time monitoring of critical business applications, improving visibility into system performance and enabling quicker response to issues.

KEY ACHIEVEMENTS:

- Completed the migration of nine sites to GCP, achieving scalability and improved operational efficiency.
- Implemented automated CI/CD pipelines that minimized downtime and allowed for faster, more reliable deployments.

SPLUNK ADMINISTRATOR

1-800-FLOWERS.COM, CARLE PLACE, NY (September 2017 – December - 2019)

- As the Splunk subject matter expert, managed the enterprise Splunk environment and provided data and system administration support, ensuring the platform operated efficiently and securely. Led efforts to optimize log ingestion and processing, which reduced licensing costs by 30%.
- Developed custom Splunk dashboards, alerts, and reports to monitor system performance, enabling teams to identify potential issues before they escalated into critical incidents. This proactive monitoring setup improved overall uptime and service reliability.
- Assisted the Information Security team in addressing PCI compliance issues and implemented RegEX-based solutions to filter data more effectively, safeguarding sensitive information and streamlining data handling across systems.

KEY ACHIEVEMENTS:

- Reduced Splunk licensing costs by 30% through strategic log ingestion and filtering optimizations.
- Enhanced monitoring capabilities with custom alerts and dashboards, which improved overall uptime and service reliability.

E-COMMERCE OPERATIONS ENGINEER

1-800-FLOWERS.COM, CARLE PLACE, NY (February 2017 – December - 2019)

- Provided around-the-clock support for a multi-branded e-commerce platform, ensuring consistent availability and high performance. Actively monitored key performance indicators, coordinated code deployments, and addressed performance bottlenecks to deliver a seamless user experience.
- Developed and maintained extensive documentation for platform operations, including runbooks, operational procedures, and deployment checklists, which improved knowledge sharing and onboarding for new team members.
- Established an enterprise-wide alerting system using tools such as Splunk, AlertSite (SmartBear), and Catchpoint. This system provided real-time monitoring of the e-commerce platform, enabling rapid detection and response to potential security threats and performance issues.

KEY ACHIEVEMENTS:

- Implemented an alerting system that reduced downtime by enabling rapid issue detection and response.
- Enhanced platform stability through proactive performance monitoring and continuous improvement of operational processes.

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OTHER EXPERIENCE

SUPPORT ENGINEER

CLINIC IT (MSP), NEW YORK, NY (July 2016 – February 2017)

COMPUTER INSTRUCTOR

BROOKLYN ASCEND MIDDLE SCHOOL, BROOKLYN, NY (September 2014 – May 2016)

SYSTEMS ADMINISTRATOR

ASCEND CHARTER SCHOOLS, BROOKLYN, NY (July 2013 – May 2016)

PERSONAL SKILLS

- Proactively working as a member of a team.
- Active questioning and listening skills.
- Maintaining individual performance targets.
- Ability to work under pressure.
- Excellent problem resolution skills.
- Good communicator and time management skills.
- Work well as a member of a team and in isolation.
- Open to different ideas, working practices and cultures.

CERTIFICATIONS

- Microsoft Technology Associate (2016)
- CompTIA A+ / Network+ (2016)
- Splunk Certified Administrator (2017)
- Google Cloud Certified G-Suite Administrator (2018)