

# Hosnel Guerrier

Multidisciplinary Engineer



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## EDUCATION

### KAPLAN UNIVERSITY

Master of Science, Information Technology

(Expected graduation Spring, 2020)

Concentrations: Business Intelligence and Analytics, Information Security and Assurance, and Project Management

### NEW YORK CITY COLLEGE OF TECHNOLOGY

Bachelor of Technology, Computer Engineering

(2013)

Associate in Applied Science, Electrical & Mechanical Engineering

(2012)

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## 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

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

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

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## WORK EXPERIENCE

### BUSINESS OPERATIONS ENGINEER

*MASTERCARD, NEW YORK, NY (May 2018 – Present)*

- Engage in and improve the whole lifecycle of services-from inception and design, through deployment, operation and refinement.
- Analyze ITSM activities of the platform and provide feedback loop to development teams on operational gaps or resiliency concerns
- Support services before they go live through activities such as system design consulting, capacity planning and launch reviews.
- Maintain services once they are live by measuring and monitoring availability, latency and overall system health.
- Scale systems sustainably through mechanisms like automation, and evolve systems by pushing for changes that improve reliability and velocity.
- Support the application CI/CD pipeline for promoting software into higher environments through validation and operational gating, and lead Mastercard in DevOps automation and best practices.
- Practice sustainable incident response and blameless postmortems.
- Take a holistic approach to problem solving, by connecting the dots during a production event thru the various technology stack that makes up the platform, to optimize mean time to recover
- Work with a global team spread across tech hubs in multiple geographies and time zones
- Share knowledge and mentor junior resources

### DEVOPS ENGINEER

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

- Managed GCP and Azure infrastructure and strategic vendor relationships including development and consulting firms.
- Managed the migration of nine (9) sites and applications to GCP, implementing CI/CD pipelines for code and database schema deployments.
- Worked as part of an agile team implementing software development best practices including test automation and application monitoring. Contributed to development of platform services including architecture, provisioning, configuration, continuous deployment, and support.
- Supported application, software and cloud development teams migrate applications into the Cloud.
- Created tools, templates and scripts to automate repetitive tasks and operational functions.
- Implemented centralized logging solutions to retrieve or transmit data from cloud environments and platforms to Splunk Enterprise.

### SPLUNK ADMINISTRATOR

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

- SME for Splunk and manager of enterprise Splunk Salesforce Ticketing Queue.
- Supported both the data and system administration of the overall Splunk platform.
- Provided technical assistance to projects, user requests and data inquiries.
- Wrote documentation and training material to increase Splunk buy-in.
- Created and managed data onboarding process.
- Resolved configuration-based issues in coordination with infrastructure support teams.
- Monitored and tracked Splunk performance issues, administration, maintenance windows and open cases with Splunk Support and Account teams.
- Assisted Information Security team in monitoring and addressing PCI compliance issues as well as creating knowledge objects to supervise internal and external actors.
- Optimized network log ingestion by implementing a port-based syslog solution.
- Optimized overall log processing by analyzing and sourcotyping over 50 unique log files generated by multi-branded platform and various ancillary integrations and services.
- Extracted complex fields from different types of log files using RegEX.
- Planned and managed the migration from complex three-tier VMWare (DCN) to the current single-tier data collection solution.
- Filtered out unwanted data in heavy-forwarder level in order to reduce licensing costs.
- Implemented version-controlled application and server configuration deployments using Enterprise GitLab.
- Created alerts and dashboards to monitor CPU and memory performance for hosts across enterprise.

Keywords: server, systems administration, engineer, support, IT, Splunk, Linux, DevOps, automation, cloud, software, application development, continuous integration, kubernetes, ci/cd pipelines, Google Cloud, AWS, Azure

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## E-COMMERCE OPERATIONS ENGINEER

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

- Provided 24x7 production on-call support (rotation).
- Ensured the day-to-day availability / performance of the 1800-Flowers multi-branded e-commerce platform.
- Coordinated code deployments and validations.
- Established and monitored Key Performance Indicators (KPI's) for website and application operations.
- Improved documentation with implementation of Mediawiki. Planned, wrote, and edited operational and instructional manuals, as well as maintenance and test procedures.
- Improved, and maintained an enterprise-wide Alert system that monitors all aspects of the e-commerce platform through Splunk, AlertSite (SmartBear), Catchpoint and TeaLeaf.
- Identified and resolved malicious requests/security threats to the Web Environment in coordination with the Information Security team through IBM TeaLeaf.
- Provided analysis and data for web traffic from ad-hoc requests by internal stakeholders.
- Served as team SME for Splunk.

## SUPPORT ENGINEER

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

- Designed, implemented, supported, analyzed and maintained the IT Infrastructure of internal and external customer environments; including network connectivity and utilization, Windows server administration, virtualization, performance tuning, backup and restore.
- Identified, researched, and resolved technical problems.
- Maintained documentation of client networks and systems.
- Utilized a variety of the field's concepts, practices, and procedures.
- Relied on experience and judgment to plan and accomplish goals.
- Performed a variety of complicated tasks and provided support for escalated trouble tickets.

## COMPUTER INSTRUCTOR

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

- Designed, facilitated and taught computer technology appreciation after school activity. Included topics like Microsoft Office, HTML and CSS.
- Prepared and executed lesson plans, assigned tasks, and evaluated student work and progress.
- Developed course syllabus, assessed, supervised, and motivated middle school scholars.
- Promoted safe, efficient and ethical learning environments. Used professional discretion and judgment in managing students in computer lab settings.

## SYSTEMS ADMINISTRATOR

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

- Executed projects designed by managing director of technology and supported in the development, configuration, and management of Ascend's physical and virtual server infrastructures as well as core systems. Assisted in server room builds.
- Produced, maintained, and improved documentation on various internal processes, OS standards, and refresh cycle schedules, technical policies and procedures.
- Maintained, updated, and managed Ascend's website and social media accounts. Created graphics used for advertising and social media purposes.
- Managed and maintained Ascend's voice and data networks including LAN/WAN/WLAN and VoIP systems.
- Administered and supported core applications including Infinite Campus, Citrix Sharefile, IlluminateEd, Office 2013/2016/365, ActiveInspire.
- Installed, maintained and troubleshooted all hardware and software issues with the assistance of Zendesk the support request system.
- Commended for technical, analytical and problem-solving skills; effective task prioritization; and customer service orientation.

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## 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.

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## CERTIFICATIONS

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

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## MEMBERSHIPS

- Member, Former Treasurer, National Society of Black Engineers (NSBE)
- National Director of Technology, Phi Sigma Chi Fraternity, Inc.
- Vice-President, Alumni Association, Phi Sigma Chi Fraternity, Inc.

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