

Mustafa F. Sunka

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PROFESSIONAL SUMMARY

Senior DevSecOps Engineer with 8+ years designing and operating highly available cloud infrastructure across AWS, Azure, and GCP in regulated, high-compliance environments. Proven record defining SLOs/SLIs, leading incident response, and driving IaC-based automation that reduced infrastructure provisioning by 75% and system downtime by 75%. Recognized with the Global Circle of Excellence for building resilient, observable infrastructure at scale — with deep experience mentoring DevOps/DevSecOps teams and partnering cross-functionally to eliminate operational toil.

EXPERIENCE

Senior DevSecOps Engineer — Global Payments, Dallas, TX

Feb 2013 – Present

- Defined and enforced SLOs and SLIs for 20+ critical payment services, achieving a sustained 99.9% availability rate across hybrid cloud environments spanning AWS, Azure, and GCP.
- Led incident detection, root cause analysis, and production resolution for a platform processing millions of daily transactions — reducing mean time to detect (MTTD) by 40% via Splunk SIEM and LogicMonitor alerting.
- Drove IaC adoption across 100% of cloud provisioning by engineering reusable Terraform modules with policy-as-code guardrails, cutting infrastructure provisioning time from days to hours and deployment cycle time by 75%.
- Architected disaster recovery playbooks and runbooks achieving a 2-hour RTO, reducing mean time to recover by 65% compared to pre-automation manual processes.
- Designed and maintained observability stack — integrating LogicMonitor, Application Insights, and Splunk — providing continuous visibility into infrastructure health across 500+ monitored endpoints and reducing downtime by 75%.
- Ensured 100% PCI DSS compliance across 3 consecutive audit cycles by automating evidence collection and embedding 40+ security controls directly into IaC pipelines.
- Spearheaded 3 major cloud migrations to Azure and GCP, maintaining 99.9% uptime and zero data loss events across all cutovers.
- Embedded SAST/DAST scanning (Snyk, Wiz) and secrets management (HashiCorp Vault, GCP Secret Manager, Azure Key Vault) into CI/CD pipelines, eliminating credential sprawl and hardcoded secrets across all environments.
- Mentored 4 junior engineers through structured 1:1 coaching programs, contributing to 1 internal promotion and reducing team onboarding time by 30%.

Previous roles at Global Payments: DevOps Engineer · Data Analyst · Account Manager · Technical Support Representative

Operations Manager — Best Buy, Hammond, LA

2005 – 2013

- Increased customer satisfaction scores by 18% and reduced staff attrition by restructuring performance evaluation and mentoring processes for a 20-person team across a \$10M+ revenue location.

TECHNICAL SKILLS

Cloud Platforms: AWS, Microsoft Azure, Google Cloud Platform (GCP) — hybrid and multi-cloud environments

SRE & Reliability: SLO/SLI definition · Incident Management · RCA · Disaster Recovery · Chaos Engineering · Runbook Authoring

IaC & Automation: Terraform (policy-as-code, reusable modules) · ARM Templates · Ansible · PowerShell · Python · Bash

Containers & CI/CD: Kubernetes (GKE) · Docker · Jenkins · Azure DevOps · Git · GitHub

Observability: Splunk · LogicMonitor · ThousandEyes · Application Insights · CloudWatch · Prometheus/Grafana

Security & Compliance: Snyk · Wiz · HashiCorp Vault · PCI DSS · Azure Key Vault · GCP Secret Manager

CERTIFICATIONS

Microsoft Certified: Azure Administrator Associate

Microsoft Azure Fundamentals

Google Cloud Foundational

SAS Institute Graduate Certificate — BI & Data Mining

EDUCATION

M.S., Information Technology Management — University of Texas at Dallas, 2018

B.A., Mass Communication — Louisiana State University, 2010