

Gilbert Solis
206.228.8132 · gilbertsolis@hotmail.com

Summary of Qualifications

A Microsoft Certified Professional with a comprehensive IT background. Resourceful problem solver who adapts rapidly to unique and complex settings with 12 years of experience as a contractor at Microsoft Corporation.

Professional Experience

Dynamics CRM Infrastructure Engineer contracted Insight Global, Bellevue, WA 1/2016-6/2018

- Maintained, upgraded and deployed all hardware, network settings for 8000+ servers across multiple dedicated Data Centers.
- Configured Windows 2012/2016 and SQL 2012/2016.
- Deployed Dynamics CRM code to physical servers and Azure platform.
- Investigated and troubleshot deployment failures while creating bugs.
- Automated repetitive tasks via Powershell to be used in standalone mode or with Octopus.
- Created and maintained process documents in OneNote.
- Tracked TFS work items, bugs, and change records in Visual Studio.
- Maintained scripts via Git

EAD Engineering/MSG Security GCC contracted by TekSystems/TCS/Insight Global, Redmond, WA 7/2011 – 9/2015

- Responsible for Service Engineering, Site Reliability & Incident Management for Global Criminal Compliance (GCC) and Enterprise Application systems
- Improve site availability to 99%+ by implementing high availability solutions.
- Work in a 24/7 support model to protect and insure the stability of multiple 3 tier applications consisting of IIS, SQL and an Application layer including a CRM based application.
- Ensured high performance and availability of applications and services through rigorous change release, configuration, security, capacity, incident and problem management practices.
- Wrote Powershell scripts to assist with maintenance and routine tasks.
- Play vital roles in coordinating production environment asset and support team integration into the monitoring system
- Wrote SQL queries to assist with live site investigations and gather metrics

adCenter Infra Support/SAN Team contracted by Aditi Technology/HCL, Redmond, WA 7/2007 – 8/2011 Systems Analyst II

- Tasked with responsibility of supporting over 7000 servers across 5 environments, this included SQL configuration and clustering, load balancing, SAN infrastructure and network troubleshooting.
- Configured hundreds of new servers and systems to specification under tight deadlines for all of adCenter projects and launches, including high profile projects such as Microsoft Cashback and Bing
- Coordinate between all adCenter Cores/Teams and EMC to upgrade SAN bits to migrate data to new storage platform.
- Developed, implemented and streamlined the hardware allocation process that was used adCenter wide
- Assist Tier 3 with creating step-by-step documentation processes for Tier 1, as well as Tier 2 TSGs.
- Created and maintained patching schedules across adCenter.
- Support a production enterprise environment consisting of Windows Server 2003 and 2008, SQL Server 2008 Enterprise Edition and IIS 6/7 as well as proprietary applications
- Key analyst on property wide expansion to 10,000 servers and re-org to ~150 properties
- Played a role in successfully on-boarding production assets into GFS' monitoring system.
- Trained new local and offshore employees

- Analyzed tickets for errors in procedure and advised team on how to improve processes and reduce SLA

MSN Service Operations Center contracted by Aditi Technology, Redmond, WA 6/2005 – 3/2007

Operations Analyst

- Served as primary advocate for clients, proactively monitor and respond to worldwide network alarms, troubleshoot and coordinate resolution of problems to ensure optimal network performance.
- Successfully brought to resolution server performance problems and load balancing issues, SQL job failures, database alerts, hardware and software upgrades.
- Handled escalations, analyzed trouble reports, test and resolve challenges and initiate appropriate dispatch of field technicians using in-house ticketing system and monitoring tools.
- Provided feedback and evaluations of procedures and documentation to improve overall reliability and consistency.

Education

University of Washington, Seattle WA