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Github: [https://github.com/Gilgamech/](https://github.com/Gilgamech/ARKScrape)

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**Experience**

**Cloud Automation Developer**

##### Univar, Inc – Cloud, Automation, Tools team

June 2017 – October 2017 (3 months) Redmond, WA

* Provide network, infrastructure, server, OS, and application advice and support.
* Build, deploy, and maintain AWS deployment: EC2 instances, RDS instances, Route 53 DNS zones, Workspaces, access requests with IAM, CloudFormation templates, Classic ELBs, etc. Develop Powershell automation against AWS API to build servers, update billing tags, create reports on-demand.
* Maintain and extend in-house inventory discovery tool in Node.js.
* Provide Jenkins, Maven, and Nexus application support.

#### Senior System Engineer (System, Network, Software)

##### CenturyLink Cloud – Customer Care – "Ticket Monster"

August 2015 – June 2017 (22 months) Bellevue, WA

* Support more than 60,000 customer and internal VMs across 18 geo-dispersed data centers in different countries around the world. First point of customer contact – Assist external and internal customers with their servers and networks. Receive **all** incoming customer emails, tickets, live website chats (BoldChat), and phone calls. Route **all** internal requests, external customer incidents and requests, and **all** automated trouble tickets. Highest ticket touch count for customer tickets, and also highest ticket touch count for internal tickets. Solve 4000+ tickets per year, and occasionally operate as **only** support engineer online.
* Write PowerShell functions to automate the analysis and diagnosis of site to site VPN tunnels. Support mesh of VPN tunnels between data centers and troubleshoot general internet connectivity, including discerning loss from single-hop de-prioritization, and opening tickets with the responsible ISP. Perform Juniper SRX configuration changes, and software updates with zero downtime through reboots and failover. Maintain (ITIL-type) Change Management calendar with own changes.
* Participate in Urgent Incident Management process. Consistently begin this process, to alert SMEs to take action and resolve customer-impacting events when appropriate. Act as SME over any part of our technology stack. Act as Customer Communications Engineer, to better communicate relevant technical details to customers during a data center incident.
* Continual documentation update. Write, rewrite, and update numerous internal and public KB documents. Help team onboard Git processes and workflows into our software development work. Wrote KB describing GIT workflow, team processes, and new engineer onboarding guide.
* PowerShell software development:
  + Added new features to internal ticket-monitor bot, contributing to a Github-hosted team project.
    - Off-Shift Ticket Check – checks tickets assigned to engineers who are not working, so on-shift engineers work those tickets, preventing delays in issue resolution.
    - Out-AliceChannelAnnounce – Led the charge to automate announcing information into Slack channels, one of this bot's primary actions, into its own function instead of reimplementing in each function.
    - Split-TicketFilter - Implemented new ticket-filtering algorithm, speeding ticket-filtering from 2.7 seconds down to 135 milliseconds. Function runs 2400 times per hour on one CPU, causing a 20-fold reduction in CPU use (6480 CPU seconds every hour to 324 CPU seconds every hour).
  + Wrote a PowerShell module to download the internal KB library and store in GitHub, effectively versioning all KBs, before Zendesk had implemented the versioning feature into their KB library. This system currently tracks about 4000 KB changes per month.
  + Automated some parts of our public Cloud API as a PowerShell module.
  + Wrote a PowerShell module to generate a pre-filled set of internal notes, for better Zendesk ticket creation, including automatic server name and IP address parsing, lookup, connection testing, and analysis. Also parses initial ticket entry for a better description of what was requested. Added this to a set of Github-hosted internal team tools.
* Learned while at this position: Juniper virtual router configuration, multi-site routing concepts, software development and Git workflow concepts, various PowerShell and programming concepts.

#### Lead Architect

##### Arkdata player tracking system – Created while playing the game [ARK: Survival Evolved](http://store.steampowered.com/app/346110/)

##### Demo site at: <http://gilgamech.com/ARKData/index.html>

##### Code on Github: <https://github.com/Gilgamech/ARKScrape>

October 2015 – February 2015 (5 months) Seattle WA

* Developed HTML5 canvas map overlay for version 3.0, with auto-updating menus from a JSON data source, rotating map background and ad, mouse-over of locations of bases and other points of interest from JSON data source.
* Wrote PowerShell module to ingest player data (Steam name, score, playtime) from JSON data source, extract as flat text files, transform, and load into an HTML template for a static site. This gave a self-updating easy-to-read mobile-friendly report - showing players currently online, and a list of players seen in the past 24 hours. Later updates include outputting JSON reports to IIS for serving.
* Maintained a 'Steam name to In-game name' database, and tribe membership list, also output as a JSON data source. This lets the site calculate which tribes were on in strength, at which times of day. Incorporated this into on-map base display, showing a tribe's current relative ability to defend any/all of their multiple bases.
* Configure entire stack, from assembling server hardware & network infrastructure, to configuring DNS, OS, & IIS, to authoring server-side and client-side web applications.

#### Infrastructure Engineer

##### [Premera](https://www.linkedin.com/company/1131595?trk=prof-exp-company-name) Blue Cross

May 2015 – August 2015 (3 months) Mountlake Terrace WA

* Build new Windows Server 2008 to Server 2012 R2 VMWare VMs and HP blades and rackmount servers to replace end-of-life Server 2003 database and application VMs and servers. Decommission vacated Server 2003 database and application servers.
* Continual documentation update. Wrote Server 2012 build guide, Server 2012 Cluster build guide, and rewrote numerous other documentation items.
* Use HP BladeSystem Onboard Administrator, HP Systems Insight Manager, HP Virtual Connect Enterprise Manager, VMWare vSphere 5.1 & 5.5, QLogic and Emulex Host Bus Adapters, EMC 10K/20K/40K SAN, & VCE VBlock to construct physical and virtual Windows Servers.
* Physical hardware (RAM, CPU, HDD) upgrades and maintenance to HP rackmount servers.
* Handle general Windows Server and VMWare break/fix tickets, VM upgrade requests, and capacity increases – from Subject Matter Expert communication and coordination to change implementation.

#### Master of Servers (Senior Systems Administrator, NOC Lead, SRE Engineer)

##### [Reliance Network](https://www.linkedin.com/company/1131595?trk=prof-exp-company-name)

August 2013 – May 2015 (21 months) Bellevue WA

* Responsible for production web hosting environment (more than 20M unique hits a day) on 130 production and 30 development physical & virtual servers across various Windows OSes in colocation facilities and offices in various states.
* Responsible for all layers of multi-office network with 50 Windows 7 and Windows 8 PCs, laptops, VMs, & VDIs - from running network cable to VPN routing remote users to externally-routed Internet Explorer testing VMs. Coordinate PC upgrades with coworkers.
* Used VMWare ESXi 4.1 and 5.5 to virtualize Corporate (in-office) Active Directory Domain Controllers, Internet Explorer testing Virtual Desktops, remote developer VDIs and development webservers. Passed-through a Clearwire connection to those IE VDI for a true out-of-network perspective from their browsers.
* Configured VMWare vCenter with Active Directory integration, allowing DevOps coworkers to self-manage VMs.
* Built multiple VMs on ESXi 4.1 in our colocation datacenter to support various production services, including AD Domain Services, DFS, SQL Data Import, and SQL search database VMs.
* Expanded PRTG monitoring instance from 200 sensors to 2000 sensors to better monitor, maintain, and communicate infrastructure health and issues. Organized a Network Operations Center to better communicate awareness of infrastructure issues internally.
* Manage projects:
  + Migrated Production hosting operations from physical and VMWare 4.1 servers in our colocation datacenter to a VMWare 5.5 environment in another state.
  + Automate GAC Refresh deploy process, saving 16 developer hours per week.
  + Automate SQL-based DNS record updates with a PowerShell script, by force-updating numerous systems, saving an hour a day of engineer time through automation.
  + Migrate offices from physical AD domain controllers to virtualized domain controllers, from one AD domain to another and from Exchange 2010 to Office365.
  + Upgrade 50 creative and development workstations from 32bit Win7 to 64bit. Created a software install list to streamline install process. Coordinated with other employees to ensure they had backups, scheduled PC swaps, and verified functionality afterwards. Eventually used WSUS to streamline this process further. Coordinated and performed all hardware upgrades, including RAM and HDD-to-SSD upgrades.
* Used PRTG and New Relic monitoring tools to find and resolve multiple AD, DNS, DFS, DHCP & other misconfigurations that were causing both in our roduction website hosting issues, and Corporate office network issues.
* Perform site reliability root-cause analysis of site errors and determine course of action to restore sites & services.
* Maintained physical server hardware health – Rack and stack, troubleshooting, error code diagnosis, hardware replacement/upgrade. Participate in on-call rotation, and Maintenance Window rotation.
* Learned (self-taught) in DNS, DFS, VMWare, WSUS, IIS, Windows Clustering & NLB, Netscaler, SQL Server, Juniper, VMWare, CDN, Cisco 3750 switches, and PowerShell (with cmdlets for everything from VMWare to SQL to WMI to WindowsAudio to GIT to )while at this position.

#### Lead Designer

##### Gilgamech Robotics

April 2013 – September 2013 (5 months) Spanaway, WA

Website: <https://www.facebook.com/pg/GilgamechRobotics/posts/?ref=page_internal>

Main project code: <https://github.com/Gilgamech/Arduino/blob/master/motor04/motor04.ino>

* Assembled microcontroller and sensor hardware on old RC car frames, wrote software to automate basic sonar awareness and reaction. Taught bot to stop before running into a wall.
* Project failed due to lack of funding.

#### [Microsoft BPOS Tier 3 Operations Engineer](https://www.linkedin.com/vsearch/p?title=Microsoft+BPOS+Tier+3+Operations+Engineer&trk=prof-exp-title)

##### [TEKsystems](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)

July 2011 – March 2013 (1 year 7 months) Redmond, WA

* Supported 8000 virtual and physical instances of Server 2008 R2 & Server 2003 across several Active Directory forests in 6 geo-dispersed international data centers. Resolved SCOM alerts for most server roles, including Hyper-V hosts, Active Directory, Exchange, IIS, and Data Protection Manager (DPM).
* Maintained service health through rebalancing of databases, applying security patches and Windows updates, collaborating with various teams, and use of Hyper-V and HP Integrated Lights Out. Applied customer changes to production servers in Exchange and Active Directory.
* Contributed to a reduction in average Mean Time To Resolve (MTTR) for bugs/trouble tickets from 72-96 hours to 4-6 hours and highest-ever reached Service Level (99.99%) in history of BPOS.
* Wrote a program in Visual Basic to streamline template creation and distributed to coworkers.

#### [Microsoft BPOS Tier 2 Mobile Devices Technical Support Lead](https://www.linkedin.com/vsearch/p?title=Microsoft+BPOS+Tier+2+Mobile+Devices+Technical+Support+Lead&trk=prof-exp-title)

##### [VMC](https://www.linkedin.com/company/7164?trk=prof-exp-company-name)

October 2010 – June 2011 (10 months) Redmond, WA

Includes all responsibilities of Tier 1 Mobile Devices Technical Support Agent.

* Provided executive support and international technical support for Exchange Online, ActiveSync, Blackberry Enterprise Server (BES), Android, iPhone, Nokia, Outlook, Entourage, and other email clients. Improved customer relations and confidence in our service through ownership of customer issues and follow-through until issue was resolved to customer satisfaction.
* Worked with Operations & Exchange teams to solve customer problems. Often specifically requested by customers and Microsoft Partners to handle sensitive situations and technical issues.
* Managed overnight incoming queue and dispatched incoming service requests to myself and other engineers based on skill sets and skill levels. Routed other teams' misrouted requests into the correct queue.
* Resolved a record 92 customer requests in 1 week (Organization average: 20-30)

Hired as Tier 1 Tech Support Agent. Promoted to Mobile Devices team, then Tier 2.

#### [Field Support Technician](https://www.linkedin.com/vsearch/p?title=Field+Support+Technician&trk=prof-exp-title)

##### [H&R Block](https://www.linkedin.com/company/3671?trk=prof-exp-company-name)

October 2009 – March 2010 (6 months) Tacoma, WA & Olympia, WA

* Handled all software, network & hardware issues for Windows XP & Server 2003 on 150 HP desktops, and network printers and fax machines
* Assembled furniture and several Dell workstations in 20 tax offices around the Puget Sound region and 15 around Portland. Transported hardware in my own car.

#### Checker, Video Clerk, Stocker

##### Safeway

October 1998 – September 2007 (9 years) Puyallup, WA & Graham, WA

##### Education

#### Bachelor of Arts in Business Administration

University of Washington

September 2007 – August 2009 (1 year 11 months) Seattle, WA

* Focus inInformationSystems and Finance
* United Greek Council Treasurer 2008-2009
* Rebuilt HP Touchsmart 1500 (tablet/laptop convertible) to HP Touchsmart 2500

**PROFESSIONAL SUMMARY**

- Information Technology professional with 9 years professional experience - 4 years enterprise datacenter experience, 6 years helpdesk including 3 years as executive helpdesk, 3 years supervisor/team lead, 1 year classroom & computer lab support, 15+ years small office/home office, and gaming support.

- Business applications including Active Directory, Exchange, IIS, SQL Server, Sharepoint, WSUS, WDS, Office, Outlook, ActiveSync, Blackberry Enterprise Server (BES).  
- Networking, Routing, OSI Model, TCP/IP, Subnetting, Firewalls.

- Email routing and delivery, NDR and header analysis, advanced email client configuration.

- Virtual server deployment and maintenance with vSphere 4.1, 5.1, 5.5 including VBlock, Hyper-V Manager, and PowerShell for both VMWare and Hyper-V.

- Load balancing, redundancy and resiliency, backup and multi-level disaster recovery planning & preparation

- Remote datacenter control experience with Dell SIP KVM remote console, HP iLO remote console, MS Remote Desktop, MS Hyper-V console, APC Switched Rack PDU remote interfaces, vSphere console, Putty SSH console.

- Familiar with Software Development Lifestyle, limited experience with VB, Powershell, Embedded C, C#, Java, Desktop virtualization (VDI), Jira administration.

- Datacenter hardware experience with rackmount servers including Dell 2850, Dell 2950, Dell R710, Dell R720, HP DL360, Blade servers HP BL460c, HP BL465, HP BLc7000 Blade Enclosure, VCE Vblock managed computing appliance, EMC VMAX 10k/20k SAN storage devices, Cisco 3750 switches, Dell Powerconnect switches, Juniper SRX240, Lenovo t400, t420, t430, & t530 laptops.

- Mobile device support including Android, iPhone, Windows Phone & Blackberry devices.

- Electronics assembly, PC assembly, server & laptop maintenance & repair, firmware upgrades, rooting & debricking.

- Embedded processor experience, including soldering, robotics & simple kernel/OS programming.

- Cryptocoin, Bitcoin, Litecoin, computer gaming and other high-performance application optimizations.

- Software release deployment, security patching, software upgrades, testing and documentation, testing environment construction, automated and manual end-to-end "smoke testing".

- Business process improvement through custom (self-written) software packages.

- Record-setting productivity and strong work ethic drives performance metrics and increases service levels.

- 24x7x365 support environments and on-call rotation.

- Highly experienced with non-deterministic non-linear widely-distributed highly-available systems.

- Committed to constant improvement and learning.

- Facilities design, planning, implementation, and operation. Fully capable handyman that can resolve any plumbing, electrical, or mechanical issue. 20+ years house and office maintenance and repair.

- Automotive service and repair. 25+ years of auto mechanic experience.