

# Stephen Gillie

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## PROFESSIONAL SUMMARY

- Information Technology professional with 14 years professional experience - 5 years enterprise datacenter experience, 10 years helpdesk including 4.5 years AWS support, 3 years as executive helpdesk, 3 years supervisor/team lead, 1 year classroom & computer lab support, 20 years small office/home office & gaming support.
- Record-setting productivity and strong work ethic drives performance metrics and increases service levels.
- Programming languages including Powershell, C#, Java, & Javascript. Software release deployment, security patching, software upgrades. Self-host a world history webpage and develop tools for gaming support to maintain and learn new technical skills.
- Virtual server deployment and maintenance with VMWare vSphere, including custom Powershell integrations.
- Networking, Routing, OSI Model, TCP/IP, Subnetting, Load balancing, Firewalls, etc. Email routing and delivery, NDR and header analysis, advanced email client configuration.
- Business applications including VMWare, Active Directory, Exchange, IIS, SQL Server, Jira, Confluence, Splunk, etc.
- 24x7x365 support environments and on-call rotation. Disaster recovery, and business continuity planning & implementation. Committed to constant improvement and learning, and documentation update.

## Certifications



## Experience

### Cloud Automation Developer

Univar, Inc – Cloud, Automation, Tools team  
June 2017 – December 2021 in Redmond WA & Remote

- Provide consulting support for all AWS services.
  - o S3 bucket and folder access & security. Use permissions boundaries to block access to S3 buckets containing PII or sensitive data.
  - o Configure AzureAD as AWS Redshift SAML IdP, including supporting IAM roles and policies.
  - o Create automation to rotate developer-created detached volumes into snapshots, and age out the snapshots, according to corporate data retention policies. Create automation to tag all corporate assets across 51 AWS services. Checked an average 10,500 tags in about 4.25 minutes.

- Coordinate EC2 patching and AWS maintenance with vendors, security teams, developer teams, and business teams.
- EC2 server build and Windows AD configuration.
- AWS IAM permissions with AzureAD SAML integration for 200 users in 40 groups
  - Configure AzureAD as AWS IAM SAML IdP. Migrate teams from AWS IAM direct logins to AzureAD SSO logins backed by AD group membership.
  - Rewrite numerous IAM policies to simplify permissions and accommodate changes needed for AzureAD integration. Manually create and update IAM policies on demand.
  - Create mappings in AzureAD between AWS IAM role and on-premises AD group, and manage these AD groups.
  - Create automation to rotate developer and service account API keys, communicate them to the developer or service owner, and deactivate & remove unused API keys.
  - Audit and review AWS permissions with application and service owners.
- AWS Workspaces for 110 users, including application installation, configuration, patching, and vulnerability remediation.
  - Manage Duo Security MFA provider, including Windows AD Proxy servers and managing user access with the Duo app through their website..
- Support Password Manager Pro (PMP), Splunk, PRTG, Jira, Confluence, Jenkins, Maven, Nexus, etc. Some VMWare access to manage the servers for these services.
- Provide business continuity for user access to AWS services across numerous corporate events: office relocation, business state migration, merger, and several reorganizations.
- Author how-to KB articles and other documentation. Support existing Powershell and VB script library and Node.js applications.

## **Longitudinal History compilation**

Gilgamech Technologies

June 2021 – Present on [my site](#).

- HTML table of 5900+ past and periodic historical events from all worldwide sources, with sourcing and annotation, and a focus on creating a slice-of-life experience anywhere on Earth at any point in history.
- Automated back-end hosting creation and maintenance, from DNS to VM to cloud networking to OS configuration.
- Custom mobile-first front-end with CSS-only navigation bar and popup system to streamline page display.

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

CenturyLink Cloud – Customer Care

August 2015 – June 2017 in Bellevue, WA

- Solve 4,000+ tickets per year (~40% of total ticket load), and occasionally operate as sole support engineer. Highest ticket touch count for customer tickets, and also highest ticket touch count for internal tickets.
- Support more than 60,000 customer and internal VMs across 18 geo-dispersed data centers in different countries around the world. Support mesh of VPN tunnels between data centers, and the fleet of Juniper routers connecting them.
- First point of customer contact – 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.
- Participate in the Urgent Incident Management process. Act as SME over any part of our technology stack.
- Continual documentation update. Write, rewrite, and update numerous internal and public KB documents.
- 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).
  - 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 tracked about 4000 KB changes per month as of June 2017.
  - Internal tool for better Zendesk ticket creation, including automatic server lookup, testing, and analysis - along with parsing of previous ticket notes.
  - Internal tool to automate the analysis and diagnosis of site to site VPN tunnels.

## Lead Architect

Gilgamech Technologies – Arkdata player tracking system (Created while playing the game [ARK: Survival Evolved](#))

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

October 2015 – February 2015 in Seattle WA

- Script connects to game servers using Valve's Steam Browser Protocol, parse and ingest player information. Then it combines with manually gathered tribe membership data to show which tribes had how many players online.
- Configured entire stack, from assembling server hardware & network infrastructure, to configuring DNS, OS, & IIS, to authoring server-side and client-side web applications.
- 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.

## Infrastructure Engineer

Premiera Blue Cross

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

- Build new Windows Server 2008 & Server 2012 R2 physical and virtual servers, to assist in the Server 2003 Sunset. Physical hardware (RAM, CPU, HDD) upgrades and maintenance to HP rackmount servers.
- Handle break/fix tickets, VM upgrade requests, and capacity increases. Wrote and rewrote numerous documentation items.

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

Reliance Network

August 2013 – May 2015 in Bellevue WA

- Maintain production web hosting environment (more than 20M unique hits a day) on 130 production and 30 development physical & virtual servers. Maintained and rack-and-stack'd physical servers. Organized a Network Operations Center and on-call rotation. Acted as Site Reliability Engineer and advised on website application performance.
- Maintain multi-office network with 50 Windows PCs, laptops, VMs, & VDIs, including numerous upgrades.
- Led charge to virtualize the company and migrate into cloud.
  - Migrate offices from physical AD domain controllers and testing PCs to VMs.
  - Introduced Virtual Desktop Infrastructure (VDI) for remote employees and collaborators, allowing dozens of workers in other states to collaborate with no hardware costs.
  - Migrated Production hosting operations from a mostly-physical fleet of servers to a fleet of VMs.
  - Assisted with implementation of CDN to increase page load speed while lowering bandwidth costs.
- Expanded PRTG monitoring instance from 200 sensors to 2000 sensors to better monitor the environment and identify opportunities for improvement.
- Automate GAC Refresh deploy process, saving 16 hours per week for the development team.
- Automate SQL-based DNS record updates, saving 7 hours a week for the operations team.

## **Lead Designer**

Gilgamech Technologies

April 2013 – September 2013 in Spanaway, WA

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.

## **Microsoft BPOS Tier 3 Operations Engineer**

TEKsystems

July 2011 – March 2013 in 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.
- 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**

VMC

October 2010 – June 2011 in Redmond, WA

- Provided executive & international technical support for Exchange Online, ActiveSync, Blackberry, and other email clients. Managed overnight incoming queue and routed service requests into the correct queue.
- Hired as Tier 1 Tech Support Agent. Promoted to Mobile Devices team, then promoted again to Tier 2.
- Resolved a record 92 customer requests in 1 week. (Organization average: 20-30) Often specifically requested by customers and Microsoft Partners to handle sensitive situations and technical issues.

## **Field Support Technician**

H&R Block

October 2009 – March 2010 in Tacoma & Olympia, WA

- Manage 150 HP desktops running Windows XP & Server 2003, and network printers and fax machines

## **Bachelor of Arts in Business Administration**

University of Washington

September 2007 – August 2009 in Seattle, WA