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PROFESSIONAL SUMMARY

- Cloud Solutions Architect with 14 years professional experience - 10 years helpdesk including 4.5 years AWS support, 3 years as executive helpdesk, 3 years supervisor/team lead, 2 years enterprise datacenter experience, 1 year classroom & computer lab support, 22 years small office/home office & gaming support.
- Javascript and Node hobbyist. Self-hosting a personal blog and world history webpage. Migrated from Neocities to Heroku to S3 to IIS to Containers.
- Disaster recovery, and business continuity planning & implementation.
- Committed to constant improvement and learning, and documentation update.

Education & Certifications

BA in Business Administration

University of
Washington
September 2007 – August
2009 in Seattle, WA

AWS Cloud Practitioner

June 2022



Projects

History Chart

Gilgamech
Technologies

- Visualization of history as a unified timeline.
- [Link to page](#)

AWS Access Key Rotation Script

Univar Solutions

- Script rotated developer and service account keys when nearing expiration and out of use.
- Script created new keys when existing keys were nearing expiration.
- Script emailed users with keys, and reminded users to update keys per password rotation policy.

AWS Tag Maintenance Script

Univar Solutions

- Script tagged all corporate assets across 51 AWS services.
 - Checked an average 10,500 tags in about 4.25 minutes.
- [Generalized code on Github](#)

AWS Volume and Snapshot Script

Univar Solutions

- Script rotated detached volumes from forgetful developers into snapshots, and then aged out the snapshots, according to corporate data retention policies.

Record-setting productivity

CenturyLink Cloud

- Solve 4,000+ tickets per year (~40% of total ticket load).
- Highest ticket touch count for customer tickets
- Highest ticket touch count for internal tickets.

Gandalf Zendesk KB version tracker

CenturyLink Cloud

- Script downloaded our internal KB library and stored them in GitHub, effectively versioning all KBs, before Zendesk had implemented the versioning feature into their KB library.
- This system tracked about 4,000 KB article changes per month as of June 2017.

Ticket Investigation Script

CenturyLink Cloud

- Script generated internal form, scraped ticket for server names and IP addresses, and gathered data about them from VMWare while running network tests against them.
- Also parsed previous ticket notes into bullet points for better readability.

Off-Shift Ticket Check

CenturyLink Cloud

- Function checks tickets assigned to engineers who are not working, so on-shift engineers could work those tickets, preventing delays in issue resolution.

Alice Channel Announce

CenturyLink Cloud

- Function encapsulates the process of generating a Slack message.
- Led the charge to automate one of this bot's primary actions, instead of reimplementing in each function.

Split-TicketFilter

CenturyLink Cloud

- 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, from 6480 CPU seconds every hour to 324 CPU seconds every hour).

Arkdata player tracking system

Gilgamech Technologies

- Created while playing the game [ARK: Survival Evolved](#)
 - Used Steam Browser Protocol to ingest player data from servers.
- Developed HTML5 canvas map overlay.

[Code on Github](#)

Arduino Car

Gilgamech Technologies

- Arduino microcontroller and sensor hardware on an old RC car frame.
- Programmed to use sensor data to stop before running into a wall.

[Code on Github](#)

Record-setting productivity

TEKsystems/ MS BPOS T3

- 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.

Ticket creation application

TEKsystems/ MS BPOS T3

- Wrote a program in Visual Basic to streamline template creation and distributed it to coworkers.

Record-setting productivity

VMC / MS BPOS T2

- Resolved a record 92 customer requests in 1 week. (Organization average: 20-30)

Professional Experience

Cloud Solutions Architect / Infrastructure & Security Engineer

Univar, Inc – Cloud, Automation, Tools team

June 2017 – December 2021 in Redmond WA & Remote

- Act as an in-house Cloud Solutions Architect.
 - S3 bucket and folder access & security. Use permissions boundaries to block access to S3 buckets containing PII or sensitive data.
 - Configure AzureAD as AWS Redshift SAML IdP, including supporting IAM roles and policies.
 - Coordinate EC2 patching and AWS maintenance with vendors, security teams, developer teams, and business teams.
 - EC2 server build and Windows AD configuration.
- Security Engineer: Support AzureAD SAML integration with AWS for 200 users in 40 groups, including managing IAM roles and policies:
 - 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.
 - Audit and review AWS permissions with application and service owners.
- Infrastructure Engineer: Support and maintain 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.
 - Author how-to KB articles and other documentation. Support existing Powershell and VB script library and Node.js applications.
- Provide business continuity for user access to AWS services across numerous corporate events: office relocation, business state migration, merger, and a couple reorganizations.

Senior System Engineer (System, Network, Software)

CenturyLink Cloud – Customer Care

August 2015 – June 2017 in Bellevue, WA

- 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.
- Wrote an internal tool to automate the analysis and diagnosis of site to site VPN tunnels.

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 mounted physical servers. Organized a Network Operations Center and on-call rotation. Acted as Site Reliability Engineer and advised on website application performance.
- Maintain a multi-office network with 50 Windows PCs, laptops, VMs, & VDIs, including numerous upgrades.
- Led charge to virtualize the company and migrate into an Oregon-based cloud host.
 - 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 Windows 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.

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.

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.
- 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