**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**

**3rd Party Quality Specialist**

Microsoft – Developer Experience Project, WinGet team

October 2022 - present in Redmond WA & Remote

* Support the team behind the Windows "winget" command-line installer.
* Assist developers in resolving issues and bugs which are preventing their pull requests from being approved.

**Systems Engineer**

Nintendo Technology Development – IT

April 2022 in Redmond WA

* Hardware device management - Image and issue physical PCs, laptops, monitors, and proprietary devices to users, set up at desk, connect to appropriate network port.
* Server and remote device management - Maintain physical servers and mobile devices racked for remote access.
* VMWare update project - Gather data about fleet of ~50 servers. Upgrade Linux servers to newest OS version. Create Confluence page foreach server.

**Senior Systems Engineer**

Univar, Inc – Cloud, Automation, Tools team

June 2017 – Present in Redmond WA & Remote

* 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..
* Provide consulting support for all AWS services.
* 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.
* 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.
* 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.

**Senior System Engineer (All-Tier support desk)**

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.

**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 & 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](https://www.linkedin.com/company/1131595?trk=prof-exp-company-name)

August 2013 – May 2015 in Bellevue WA

* Maintain multi-office network with 50 Windows PCs, laptops, VMs, & VDIs, including numerous upgrades.
* 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.
* 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.

**Bachelor of Arts in Business Administration**

University of Washington

September 2007 – August 2009 in Seattle, WA