**Stephen Gillie**

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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 |  |  |
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**Projects**

| **History Chart** Gilgamech Technologies  * Visualization of history as a unified timeline.   [Link to page](https://www.gilgamech.com/history.html) | **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](https://github.com/Gilgamech/Gilgamech/blob/master/AWS/Tags.ps1) | **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. |
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| **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. |
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| **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 TechnologiesCreated while playing the game [ARK: Survival Evolved](http://store.steampowered.com/app/346110/) - Used Steam Browser Protocol to ingest player data from servers.Developed HTML5 canvas map overlay.[Code on Github](https://github.com/Gilgamech/ARKScrape) | Arduino CarGilgamech TechnologiesArduino 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](https://github.com/Gilgamech/Arduino/blob/master/motor04/motor04.ino) |
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| **Record-setting productivity** [TEKsystems](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)/ 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](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)/ MS BPOS T3   * Wrote a program in Visual Basic to streamline template creation and distributed it to coworkers. | **Record-setting productivity** [VMC](https://www.linkedin.com/company/7164?trk=prof-exp-company-name) / MS BPOS T2   * Resolved a record 92 customer requests in 1 week. (Organization average: 20-30) |  |
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**Professional Experience**

**3rd Party Quality Specialist**

##### Microsoft – DXP

October 2022 to Present in Remote

* Maintain [Winget public repository](https://github.com/microsoft/winget-pkgs) Issues and PR (pull request) queues.
* Assist other Microsoft workers, 2nd party corporations, ISVs, solo devs, community members, and bots in adding packages to the Winget manifest.
* Troubleshoot failed manifest PRs for package, dependency, & syntax issues.
* Assist moderators in approving validated PRs to maintain queue SLA.
* Provide constructive feedback in a public internet forum.
* Sort Issues to the appropriate party.

**Cloud Solutions Architect / Infrastructure & Security Engineer**

##### Univar Solutions (formerly 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)

##### Lumen Cloud (formerly 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

##### [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 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.

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

##### Microsoft - Teksystems BPOS

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

##### Microsoft - VMC BPOS

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](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 in Tacoma & Olympia, WA

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