**Stephen Gillie**

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**PROFESSIONAL SUMMARY**

* Excels at a vast diversity of technical roles and tasks. Self-taught in 10+ programming languages, a variety of data center operations and server administration tools, and numerous hardware devices, from laptops to desktop PCs to Macs to rackmounts to blades to routers and beyond.
* Software developer with projects in several languages.
  + WinGet (Microsoft)
  + Univar
  + CLC (Lumen)
  + Reliance Networks
  + BPOS (Microsoft)
  + Gilgamech Technologies
* Solutions Architect
  + 5 years architecting AWS solutions.
  + Certified AWS Cloud Practitioner.
  + Worked as in-house Solutions Architect for AWS, to facilitate the Mainframe to Cloud transition at a Fortune 500 corporation.
  + Provided a consistent point of contact for solution fulfillment through numerous company transitions and management changes.
* Datacenter infrastructure engineer and office helpdesk technician with 15 years professional experience -
  + 11 years helpdesk including 3 years as executive helpdesk.
  + 3 years supervisor/team lead.
  + 2 years enterprise hardware datacenter experience.
  + 1 year classroom & computer lab support.
  + 1 year repository management.
  + 23 years informal small office/home office & gaming/LAN party support.

**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**

| **Automated Validation Log retrieval tool**  [TEKsystems](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)/ MS WinGet   * Extracts WinGet validation run log artifacts by URL, unzips, opens any images, and scrapes the artifacts for error messages. Then puts these into your clipboard for easy paste into a PR, email, or other textarea. * Most requested process as it would diagnose ~80% of the problematic PRs.   [Code on Github](https://github.com/Gilgamech/Arduino/blob/master/motor04/motor04.ino) | **Manual Validation Pipeline**  [TEKsystems](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)/ MS WinGet   * Scripted VM administration tool for transporting WinGet manifests into a VM for test execution. * Includes status page, automatic RAM increases, Package and PR tracking, and full VM lifecycle, including managing multiple image VMs.   [Code on Github](https://github.com/microsoft/winget-pkgs/blob/master/Tools/ManualValidationPipeline.ps1) | **PR Watcher**  [TEKsystems](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)/ MS WinGet   * Leverages the WinGet tool to compare the most recent manifest for a software package against the manifest data on the clipboard. * Authorization feature to set authorized submitters on certain packages. * Can check arbitrary fields to maintain data integrity across versions.   [Code on Github](https://github.com/microsoft/winget-pkgs/blob/master/Tools/PRWatcher.ps1) | **History Chart** Gilgamech Technologies  * Visualization of history as a unified timeline. * Creates a view of “Longitudinal History” where events aren’t siloed by region.   [Link to page](https://www.gilgamech.com/history.html) |
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| **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. | **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). | **VPN diagnosis tool** CenturyLink Cloud   * Wrote an internal tool to automate the analysis and diagnosis of site to site VPN tunnels. * Queried internal database to gather tunnel details, then used these to gather tunnel statistics from Juniper routers. | **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) |
| **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) |  |

**Professional Experience**

**3rd Party Quality Specialist**

##### Microsoft – DXP

October 2022 to Present in Remote

* Maintain [Winget package 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 scripted processes in adding packages to the Winget public manifests.
* Troubleshoot failed manifest PRs for package, dependency, & syntax issues.
  + Add validation waiver where appropriate. Otherwise write out the steps that the PR submitter must take to have validation complete.
  + Find some direction or path for every PR, and provide guidance to countless community members. Bring odd situations or new errors product manager and team for guidance.
* Maintain fleet of 4-8 Hyper-V Windows 10 and 11 VMs for manifest and package testing.
* Automate work steps - wrote Automated Validation Log retrieval tool, Manual Validation Pipeline, and PR Watcher.
* Assist community moderators in approving validated PRs to maintain queue SLA.
  + Approve ~500 PRs per week, using self-written tools above to streamline approval time from several minutes to several seconds in most cases.
* Resolve internal Microsoft incidents related to the service.
  + Worked with teammates to gather resolution steps for 12 types of incident, and wrote internal troubleshooting guides for the service.
* Generate custom reports for team and managers, showing daily and weekly incoming manifest (workload) counts, and also changes over months.
* Provide constructive feedback to users in a public Internet forum. Maintain discretion when required to remark on PR errors directly related to highly controversial world events. (Including placing a neutral response to a content policy error on a PR for a Wuhan-based VPN company.)
* Contractor position - ends after standard MS 18-month contractor roll-off.

**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.