Stephen Gillie

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**PROFESSIONAL SUMMARY**

Windows multi-purpose System/Network Engineer with both Corporate/Executive and Production/24x7 environments, in both the SMB space and Fortune 500 corporations. Highly proficient in whole-system analysis, documentation, and outage resolution. Analytical and efficient professional capable of working independently or with a team. Excellent problem solving and troubleshooting skills with ability to communicate with support teams and management.

Strong Project Management skills and experience dealing with enterprise infrastructure: able to prioritize, multi-task, and work on several large scope projects simultaneously, working as a liaison between hosting operations, project development, data processing, business development, and agents as well as their end-users.

**Experience Education & Projects**

#### [Network Administrator](https://www.linkedin.com/vsearch/p?title=Network+Manager&trk=prof-exp-title)

##### [Reliance Network](https://www.linkedin.com/company/1131595?trk=prof-exp-company-name)

August 2013 – Present (20 months) 3633 136th Pl. SE, Suite 100, Bellevue WA 98006

* Responsible for lower 6 layers of production web hosting environment (more than 20M unique hits a day) on 130 production and 30 development physical & virtual servers across various Windows OSes in colocation facilities and offices in separate states.
* Responsible for all layers of multi-office network with 50 Windows 7 and Windows 8 PCs, laptops, & VMs - from running network cable to VPN routing remote users to externally-routed Internet Explorer testing VMs. Coordinate PC upgrades with coworkers.
* Participate in on-call rotation, and Maintenance Window rotation. Run overnight and weekend emergency conference bridge calls during critical site-down situations. Perform root-cause analysis of site errors and determine course of action to restore sites and services.
* Coordinate work between several other network administrators and several engineers employed by a contracted hosting company. Work directly with customer service staff, company ownership, developers and data engineers, colocation and hosting engineers, and building management & engineers through myriad communication channels. Conduct weekly staff meetings.
* Manage projects:
  + Automate GAC Refresh deploy process, saving 16 developer hours per week
  + Migrate Production hosting operations from a colocation facility to a fully-virtualized (VMWare) environment in a different state.
  + Migrate offices from physical AD domain controllers to virtualized domain controllers, from one AD domain to another and from Exchange 2010 to Office365.
  + Construct development environment from spare hardware with Hyper-V and VMWare. Used VMWare ESXi to virtualize in-office Active Directory Domain Controllers, Internet Explorer testing PCs, and development webservers. Connected IE Test servers to Clearwire connection (for "true" out-of-network perspective) Configured VMWare vCenter with Active Directory integration, allowing coworkers to self-manage their own VMs. Built multiple VMs in our colocation facility to support various production services, including AD Domain Services, DFS, SQL Data Import, and SQL search database VMs.
  + Manage a PC upgrade project to migrate 50 creative and development workstations from 32bit Win7 to 64bit. Created a software install list to streamline install process. Coordinated with other employees to ensure they had backups, scheduled PC swaps, and verified functionality afterwards.
* Used PRTG and New Relic monitoring tools to find and resolve multiple AD, DNS, DFS, DHCP & other misconfigurations that were causing issues, both in our Production website hosting, and in our Corporate office network. Expanded PRTG from 200 to 2000 sensors.
* Learned (self-taught) in DNS, DFS, VMWare, WSUS, IIS, Powershell, Windows Clustering & NLB, Netscaler, SQL Server, Juniper, VMWare, CDN, and Cisco switches while at this position.

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

##### [TEKsystems](https://www.linkedin.com/company/2152?trk=prof-exp-company-name)

August 2011 – March 2013 (1 year 6 months) Redmond, WA

* Supported 8000 virtual and physical instances of Server 2008 R2 & Server 2003 across several Active Directory forests in multiple international datacenters. Resolved SCOM alerts for most server roles, including Hyper-V hosts, Active Directory, Exchange, IIS, and Data Protection Manager (DPM).
* Maintained service health through rebalancing of databases, applying security patches and Windows updates, collaborating with Technical Support team, Exchange team, Developer team & Site Services team, and use of Hyper-V and HP Integrated Lights Out. Applied customer changes to production servers in Exchange and Active Directory.
* 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

I left this position to pursue my dream of building robots with Arduinos by starting the Gilgamech Robotics project.

#### [Technical Advisor](https://www.linkedin.com/vsearch/p?title=Technical+Advisor&trk=prof-exp-title)

##### [Ocean to Ocean Trade](https://www.linkedin.com/vsearch/p?company=Ocean+to+Ocean+Trade&trk=prof-exp-company-name" \o "Find others who have worked at this company)

October 2010 – October 2011 (1 year 1 month) Mercer Island, WA

* This is a business I was starting with some college friends. O2O attempted to resell an inventory of HDMI and USB cables, and external optical and hard drives. This was a good learning experience.

#### [Technical Support](https://www.linkedin.com/vsearch/p?title=Technical+Support&trk=prof-exp-title)

##### [Sea-Temp Refrigeration](https://www.linkedin.com/vsearch/p?company=Sea-Temp+Refrigeration&trk=prof-exp-company-name)

April 2011 – August 2011 (5 months) Kent, WA

* Increased production capability by diagnosing and repairing a 20-year old Vulcan Lockformer computer-controlled plasma cutting table, and restoring it to service. Created documentation and provided training on its operation.
* Configured PCs, fax, printers, network, and internet for their small office.

After completing this contract, I went back to BPOS.

#### [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)

##### [VMC](https://www.linkedin.com/company/7164?trk=prof-exp-company-name)

October 2010 – April 2011 (8 months) Redmond, WA

Includes all responsibilities of Tier 1 Mobile Devices Technical Support Agent.

* Provided executive support and international technical support for Exchange Online, ActiveSync, Blackberry Enterprise Server (BES), Android, iPhone & siblings, Nokia, Outlook, Entourage, and other email clients.
* Improved customer relations and confidence in our service through ownership of customer issues and follow-through until issue was resolved to customer satisfaction. Worked with Operations & Exchange teams to solve customer problems. Often specifically requested by customers and Microsoft Partners to handle sensitive situations and technical issues.
* Managed overnight incoming queue and dispatched incoming service requests to myself and other engineers based on skill sets and skill levels. Routed other teams' misrouted requests into the correct queue.
* Worked as a BPOS & Mobile SME during the night shift, acted as Lead and Manager in lieu of organizational support.

Ended contract early for personal reasons.

#### [Microsoft BPOS Tier 1 Mobile Devices Technical Support Agent](https://www.linkedin.com/vsearch/p?title=Microsoft+BPOS+Tier+1+Mobile+Devices+Technical+Support+Agent&trk=prof-exp-title)

##### [VMC](https://www.linkedin.com/company/7164?trk=prof-exp-company-name)

June 2010 – September 2010 (4 months) Redmond, WA

Includes all responsibilities of Tier 1 Technical Support Agent.

* Receive primarily incoming support requests as phone calls or emails for BES Enterprise Activations.
* Resolved a record 92 customer requests in 1 week (Organization average: 20-30)

Promoted to Mobile Devices Tier 2.

#### [Microsoft BPOS Tier 1 Technical Support Agent](https://www.linkedin.com/vsearch/p?title=Microsoft+BPOS+Tier+1+Technical+Support+Agent&trk=prof-exp-title)

##### [VMC](https://www.linkedin.com/company/7164?trk=prof-exp-company-name)

March 2010 – June 2010 (4 months) Redmond, WA

* Receive incoming support requests as phone calls for SharePoint Online, Exchange Online, Office Communicator (Lync) online, and Office Live Meeting.
* Provide customer service soft-skills, technical support and assistance in resolving connectivity or configuration issues.
* Provided "Best Effort" support for 3rd party mail clients, became an "expert" in connecting BES and ActiveSync.

Promoted to Mobile Devices team.

#### [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 (6 months) Tacoma, WA & Olympia, WA

Tax-Seasonal Position

* Handled all software, network & hardware issues for Windows XP & Server 2003 on 150 HP desktops, and network printers and fax machines
* Assembled furniture and several Dell workstations in 20 tax offices around the Puget Sound region and 15 around Portland. Transported hardware in my own car.  
  Left for a better contract at VMC

#### Bachelor of Arts in Business Administration

University of Washington

September 2007 – August 2009 (1 year 11 months) Seattle, WA

* Focus inInformationSystems and Finance
* UGC Treasurer 2008-2009

#### [Student System Administrator](https://www.linkedin.com/vsearch/p?title=Student+System+Administrator&trk=prof-exp-title)

##### [Department of Electrical Engineering - University of Washington](https://www.linkedin.com/company/2944847?trk=prof-exp-company-name)

January 2009 – October 2009 (10 months) University of Washington

Includes all responsibilities of Student Assistant position.

* Handle all software, network & hardware issues for 250 Windows XP desktop PCs in computer labs and classrooms, and Server 2003 & 2008 on 15 rack mount servers. Inventoried existing hardware, incoming new hardware, and old hardware for surplus resale for University financial and insurance databases.
* Partially paid for college by working this job.
* Had to leave position on graduation as it was student-only.

Hired as Field Support Technician.

#### [Student Assistant](https://www.linkedin.com/vsearch/p?title=Student+Assistant&trk=prof-exp-title)

##### [Department of Electrical Engineering - University of Washington](https://www.linkedin.com/company/2944847?trk=prof-exp-company-name)

July 2008 – December 2008 (6 months) Seattle, WA

* Clean monitors and desks in computer labs. Pick up garbage. Scold students who are eating in computer labs.
* Partially paid for college by working this job.

Promoted to Student System Administrator