Stephen Gillie

821 9th Ave

Seattle, WA 98104

[StephenGillie@Gilgamech.com](mailto:StephenGillie@Gilgamech.com)

206-458-0493

**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.

**EDUCATION**

#### Bachelor of Arts in Business Administration, University of Washington, Seattle, WA, 2009.

**EXPERIENCE**

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

#### [Network Administrator](https://www.linkedin.com/vsearch/p?title=Network+Manager&trk=prof-exp-title) August 2013 - Present

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. 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 one AD domain to another and from Exchange 2010 to Office365. Construct development environment from spare hardware with Hyper-V and VMWare

Used PRTG and New Relic monitoring tools to find and resolve multiple AD, DNS, DFS & other misconfigurations that were causing site issues. Expanded PRTG from 200 to 2000 sensors. 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. Learned (self-taught) administration of IIS, Powershell, Windows Clustering & NLB, Netscaler, SQL Server, Juniper, VMWare, CDN, and Cisco switches while at this position.

Environment:| Windows | Virtualization | Network | NAS | Microsoft | VMware | Citrix | Cisco | DNS | DHCP | TCP/IP | Active Directory | Clustering | Implementation | Support | Administration | Maintenance | Infrastructure | Systems | Engineer | Administrator | Disaster Recovery | Migration | Backup | Project |

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

#### [Microsoft BPOS Tier 3 Operations Engineer](https://www.linkedin.com/vsearch/p?title=Microsoft+BPOS+Tier+3+Operations+Engineer&trk=prof-exp-title) August 2011 – March 2013

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

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

#### [Technical Support](https://www.linkedin.com/vsearch/p?title=Technical+Support&trk=prof-exp-title) April 2011 – August 2011

* 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.

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

#### [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) March 2010 – April 2011

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. Spent 6 months as a Mobile Device specialist and another 6 months as BPOS & Mobile SME during the night shift. Resolved a record 92 customer requests in 1 week (Organization average: 20-30)

#### [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

* 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.

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

#### [Student System Administrator](https://www.linkedin.com/vsearch/p?title=Student+System+Administrator&trk=prof-exp-title) July 2008 – October 2009

* 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.
* 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.