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. Passionate about technology and learning new skills. 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.
* Used VMWare ESXi 4.1 and 5.5 to virtualize Corporate (in-office) Active Directory Domain Controllers, Internet Explorer testing PCs, virtual desktops for remote developers to have an in-office presence, and development webservers. Passed-thru Clearwire connection to virtualized IE Test desktops, for a true out-of-network perspective.
* Configured VMWare vCenter with Active Directory integration, allowing coworkers to self-manage their own VMs.
* Built multiple VMs on ESXi 4.1 in our colocation datacenter to support various production services, including AD Domain Services, DFS, SQL Data Import, and SQL search database VMs.
* Migrated Production hosting operations from physical and VMWare 4.1 servers in our colocation datacenter to a VMWare 5.5 environment in another state.
* Participate in on-call rotation, and Maintenance Window rotation. Perform root-cause analysis of site errors and determine course of action to restore sites and services.
* Expanded PRTG from 200 sensors to 2000 sensors in order to better monitor, maintain, and communicate infrastructure health and hygiene. Organized a Network Operations Center to better communicate awareness of infrastructure issues internally, and facilitate a higher level of service.
* Manage projects:
  + Automate GAC Refresh deploy process, saving 16 developer hours per week
  + Migrate offices from physical AD domain controllers to virtualized domain controllers, from one AD domain to another and from Exchange 2010 to Office365.
  + 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.
* Maintained physical server hardware health – Rack And Stack, troubleshooting, error code diagnosis, hardware (RAM, CPU, HDD, Battery, Motherboard, etc) replacement/upgrade.
* 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.

#### Lead Technologist

##### [Gilgamech Robotics](https://www.linkedin.com/redir/redirect?url=http%3A%2F%2Fgilgamechrobotics%2Etumblr%2Ecom%2F&urlhash=Mqgn&trk=prof-project-name-link)

October 2012 – Present

* Gilgamech Robotics was my project to help advance the state of robotics. After learning the basics of physics, mechanics, chemistry, electrical engineering, and computer programming, I came to realize that robots are simply processors running feedback loops, taking input from sensors around a mobile frame, and outputting power and signal to motors that move the mobile frame, based on the code running on the processor.
* This project is not active, but I retain all the hardware and software.

#### [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