Stephen Gillie

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**Summary of Qualifications**

Windows multi-purpose System/Network Engineer with 6+ years of combined 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.

**Technical Skills:**

**Hardware:** Dell Poweredge rackmount servers, Dell Optiplex desktop PCs, HP desktop PCs, Dell laptops, HP laptops, Lenovo laptops, self-built desktop PCs, high-performance (gaming/CUDA/coin mining) workstations, Apple Macbook, Apple Air, Apple Mac Mini, Mitel VOIP phone system, Cisco switches, Small-business/home WIFI routers, phones/tablets/mobile, Arduino embedded devices, ARM Cortex SOC.

**Software:** MS IIS 6/7/8.5, SQL Server 2005/2008/2012/2014, Office 97/2000/2003/2007/2010/2013, Windows 2003 Clustering, SharePoint, SharePoint Online (both as a service administrator and as an end user), Exchange, Exchange Online (both as a service administrator and as an end user), LDAP, Active Directory (incl. ADUC, DFS, DNS, DHCP, WDS, WSUS), BIND, AppFabric, Citrix Netscaler, PRTG, New Relic, Splunk, Cacti, Jira and a variety of other ticketing systems, Putty, Visio, Wireshark, Fiddler, Remote Desktop Connection Manager.

**Operating Systems:** Windows Server 2000/2003/2008/2012 R2, Windows 95/98/ME/XP/Vista/7/8/8.1, Mac OSX Mountain Lion, Mac OSX Mavericks, Mac OSX Yosemite, Android 2.0-Android 5.1.

**Virtualization:** VMWare ESXi 4.1\5.5, vCenter, vSphere and its 6 interfaces (console, SSH, Web Client, C# client, Powershell) Hyper-V 2008/2012.

**Network/Security:** TCP/UDP/ICMP, OSI 7-Layer Model, Subnet, Cisco, DDWRT, SSH, SSL, DFS/NFS/SMB/Samba/CIFS, NAS, SAN, Firewalls, ACLs, SFTP/FTPS, Active Directory authentication/integration, NTLM, SPNs & Kerberos, AD Group Policies, intra-site replication delays, IPAM, NDR, SSO, VLAN, Cat-5 termination, RSTP,

**Others:** Un-bricking embedded devices, automating tasks with Powershell, network architecture, change planning and management, hardware inventory management, datacenter migration, disaster recovery, 24x7 support.

#### Professional Experience

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

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

##### [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) Kent, WA - [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) Bellevue, WA - [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.
* 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.

#### [H&R Block](https://www.linkedin.com/company/3671?trk=prof-exp-company-name) Tacoma & Olympia, WA- [Field Support Technician](https://www.linkedin.com/vsearch/p?title=Field+Support+Technician&trk=prof-exp-title) 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.

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

**Education**

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

#### Training

#### VMWare vSphere 5.5 training

#### Professional Microsoft SQL Server 2014 Administration

#### DNS and BIND, 3rd Edition

#### DNS on Windows Server 2003, 3rd Edition

#### Accomplishments

* Reliance Network - Automate GAC Refresh deploy process, saving 16 developer hours per week
* TEKSystems BPOS
  + 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
* VMC BPOS
  + Often specifically requested by customers and Microsoft Partners to handle sensitive situations and technical issues.
  + Resolved a record 92 customer requests in 1 week (Organization average: 20-30)