Stephen Gillie

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**Experience**

#### Senior System Engineer

##### CenturyLink Cloud – Customer Care – "Ticket Monster"

August 2015 – Present (15 months) Bellevue, WA

* First point of customer contact – Assist external and internal customers with their servers and networks. 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. Highest touched customer tickets, and also highest touched internal tickets, of all team members. Able to solve any customer's technical issue. Solve 2000+ tickets per year.
* Support more than 60,000 customer and internal VMs across 18 data centers in different countries around the world. Support mesh-networking of tunnels between these data centers, and troubleshoot general internet connectivity on routes between data centers, including discerning loss from single-hop de-prioritization, and opening tickets with the responsible ISP.
* Support thousands of site to site IPsec VPN tunnels, for both direct customers and resellers. Work with multi-site worldwide networking configurations. Write and implement routing rules to allow customers to reach their networks from various sites. Construct and troubleshoot network designs with other CenturyLink network teams through communication barriers. Perform Juniper In-Site Service Upgrade (ISSU) with zero downtime through reboots and failover. (This is equivalent to a Service Pack install on Windows.)
* Participate in Incident Management (IM) process. Consistently begin this IM process, to alert SMEs to take action and resolve customer-impacting events when appropriate. Act as SME over any part of our technology stack. Act as Customer Communications Engineer, to facilitate better customer communication during incidents.
* Continual documentation update. Write, rewrite, and update numerous internal and public KB documents, including many Git workflow, process, and procedure documents. Help the team understand Git, from a non-coder's perspective.
* Powershell software development:
  + Wrote a Powershell module to download the internal KB library and store in GitHub, effectively versioning all KBs, before Zendesk had implemented the versioning feature into their KB library. This module leverages other internal Zendesk modules to gather all KB articles by API, and upload to Github every hour. This system currently tracks about 4000 KB changes per month, and is easily scaleable.
  + Automated some parts of our Cloud API as a Powershell module.
  + Wrote a Powershell module to generate a pre-filled set of internal notes, for better Zendesk ticket creation. Added this to a set of Github-hosted internal team tools.
  + Added new features to internal ticket-monitor and network-utility chat ops bot, contributing to a Github-hosted team project. Wrote KB describing GIT workflow, team processes, and new engineer onboarding guide. (With different Git configuration than above project.)
* Learned while at this position: Juniper virtual router configuration, multi-site routing concepts, software development and Git workflow concepts, various Powershell and programming concepts.

#### Lead Architect

##### Arkdata player tracking system – Created while playing the game [ARK: Survival Evolved](http://store.steampowered.com/app/346110/)

##### Demo site at: <http://gilgamech.com/ark/PvP-Hardcore-OfficialServer92.html>

##### Code on Github: <https://github.com/Gilgamech/ARKScrape>

October 2015 – February 2015 (5 months) Seattle WA

* Wrote Powershell module to ingest player data (Steam name, score, playtime) as JSON, extract as flat text files, transform, and load into an HTML template for a static site. This gave a self-updating easy-to-read mobile-friendly report - showing players currently online, and a list of players seen in the past 24 hours.
* Maintained a 'Steam name to In-game name' database, and tribe membership list. This let the site calculate which tribes were on in strength, at which times of day.

#### Infrastructure Engineer

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

May 2015 – August 2015 (3 months) Mountlake Terrace WA

* Build new Windows Server 2008 to Server 2012 R2 VMWare VMs and HP blades and rackmount servers to replace end-of-life Server 2003 database and application VMs and servers. Decommission vacated Server 2003 database and application servers.
* Continual documentation update. Wrote Server 2012 build guide, Server 2012 Cluster build guide, and rewrote numerous other documentation items.
* Use HP BladeSystem Onboard Administrator, HP Systems Insight Manager, HP Virtual Connect Enterprise Manager, VMWare vSphere 5.1 & 5.5, QLogic and Emulex Host Bus Adapters, EMC 10K/20K/40K SAN, & VCE VBlock to construct physical and virtual Windows Servers.
* Physical hardware (RAM, CPU, HDD) upgrades and maintenance to HP rackmount servers.
* Handle general Windows Server and VMWare break/fix tickets, VM upgrade requests, and capacity increases – from Subject Matter Expert communication and coordination to change implementation.

#### Master of Servers (Senior Systems Administrator, NOC Lead, SRE Engineer)

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

August 2013 – May 2015 (21 months) Bellevue WA

* Responsible for 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 various states.
* Responsible for all layers of multi-office network with 50 Windows 7 and Windows 8 PCs, laptops, VMs, & VDIs - 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 Virtual Desktops, remote developer VDIs and development webservers. Passed-through a Clearwire connection to those IE VDI for a true out-of-network perspective from their browsers.
* Configured VMWare vCenter with Active Directory integration, allowing DevOps coworkers to self-manage 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.
* Expanded PRTG from 200 sensors to 2000 sensors in order to better monitor, maintain, and communicate infrastructure health and issues. Organized a Network Operations Center to better communicate awareness of infrastructure issues internally.
* Manage projects:
  + Migrated Production hosting operations from physical and VMWare 4.1 servers in our colocation datacenter to a VMWare 5.5 environment in another state.
  + Automate GAC Refresh deploy process, saving 16 developer hours per week
  + Automate SQL-based DNS record updates with a PowerShell script, by force-updating numerous systems, saving an hour a day of engineer time through automation.
  + Migrate offices from physical AD domain controllers to virtualized domain controllers, from one AD domain to another and from Exchange 2010 to Office365.
  + Upgrade 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. Eventually used WSUS to streamline this process further. Coordinated and performed all hardware upgrades, including RAM and HDD-to-SSD upgrades.
* Used PRTG and New Relic monitoring tools to find and resolve multiple AD, DNS, DFS, DHCP & other misconfigurations that were causing both in our roduction website hosting issues, and Corporate office network issues.
* Perform site reliability root-cause analysis of site errors and determine course of action to restore sites & services.
* Maintained physical server hardware health – Rack and stack, troubleshooting, error code diagnosis, hardware (RAM, CPU, HDD, Battery, Motherboard, etc) replacement/upgrade. Participate in on-call rotation, and Maintenance Window rotation.
* Learned (self-taught) in DNS, DFS, VMWare, WSUS, IIS, Windows Clustering & NLB, Netscaler, SQL Server, Juniper, VMWare, CDN, Cisco 3750 switches, and Powershell (with cmdlets for everything from VMWare to SQL to WMI to WindowsAudio to GIT to )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 6 international data centers. 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.

#### [Technical Support](https://www.linkedin.com/vsearch/p?title=Microsoft+BPOS+Tier+3+Operations+Engineer&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 analyzing 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 the corporate small office.

#### [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, 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.
* Resolved a record 92 customer requests in 1 week (Organization average: 20-30)
* Receive occasional incoming support requests as phone calls for SharePoint Online, Exchange Online, Office Communicator (Lync) online, and Office Live Meeting. Receive primarily incoming support requests as phone calls or emails for BES Enterprise Activations. Provided "Best Effort" support for 3rd party mail clients, became an expert in connecting BES and ActiveSync.

Hired as Tier 1 Tech Support Agent. Promoted to Mobile Devices team, then Tier 2.

#### [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

* 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.

#### Checker, Video Clerk, Stocker

##### Safeway

October 1998 – September 2007 (9 years) Puyallup, WA & Graham, WA

##### Education

#### Bachelor of Arts in Business Administration

University of Washington

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

* Focus inInformationSystems and Finance
* United Greek Council Treasurer 2008-2009
* Upgraded HP Touchsmart 1500 (tablet/laptop convertible) to HP Touchsmart 2500

**PROFESSIONAL SUMMARY**

- Information Technology professional with 8 years professional experience - 3 years enterprise datacenter experience, 5 years helpdesk including 2 years as executive helpdesk, 3 years supervisor/team lead, 1 year classroom & computer lab support, 15+ years small office/home office, and gaming support.

- Business applications including Microsoft Exchange, IIS, SQL Server, Sharepoint, WSUS, WDS, Office, Outlook, ActiveSync, Blackberry Enterprise Server (BES).

- Networking, Routing, OSI Model, TCP/IP, Subnetting, Firewalls.

- Email routing and delivery, NDR and header analysis, advanced email client configuration.

- Virtual server deployment and maintenance with vSphere 4.1, 5.1, 5.5 including VBlock, Hyper-V Manager, and Powershell for both VMWare and Hyper-V.

- Load balancing, redundancy and resiliency, backup and multi-level disaster recovery planning & preparation

- Remote datacenter control experience with Dell SIP KVM remote console, HP iLO remote console, MS Remote Desktop, MS Hyper-V console, APC Switched Rack PDU remote interfaces, vSphere console, Putty SSH console.

- Familiar with Software Development Lifestyle, limited experience with VB, Powershell, Embedded C, C#, Java, Desktop virtualization (VDI), Jira administration.

- Datacenter hardware experience with rackmount servers including Dell 2850, Dell 2950, Dell R710, Dell R720, HP DL360, Blade servers HP BL460c, HP BL465, HP BLc7000 Blade Enclosure, VCE Vblock managed computing appliance, EMC VMAX 10k/20k SAN storage devices, Cisco 3750 switches, Dell Powerconnect switches, Juniper SRX240, Lenovo t400, t420, t430, & t530 laptops.

- Mobile device support including Android, iPhone, Windows Phone & Blackberry devices.

- Electronics assembly, PC assembly, server & laptop maintenance & repair, firmware upgrades, rooting & debricking.

- Embedded processor experience, including soldering, robotics & simple kernel/OS programming.

- Cryptocoin, Bitcoin, Litecoin, computer gaming and other high-performance application optimizations.

- Software release deployment, security patching, software upgrades, testing and documentation, testing environment construction, automated and manual end-to-end "smoke testing".

- Business process improvement through custom (self-written) software packages.

- Record-setting productivity and strong work ethic drives performance metrics and increases service levels.

- 24x7x365 support environments and on-call rotation.

- Highly experienced with non-deterministic non-linear widely-distributed highly-available systems.

- Committed to constant improvement and learning.

- Facilities design, planning, implementation, and operation. Fully capable handyman that can resolve any plumbing, electrical, or mechanical issue. 20+ years house and office maintenance and repair.

- Automotive service and repair. 25+ years of auto mechanic experience.