

Gary B. Genett

me@garybgenett.net | 206-391-6606 | Seattle WA, USA

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\* troubleshooting / problem solving

\* Support case handling, escalation.

\* Direct interface w/ customers doing technical sales

### Senior technologist with 15+ years cross-functional experience

- TCP/IP protocols and web applications, scalable cloud architectures and virtualization
  - Fundamental understanding of OSI L1-L7 model, and several major application protocols
  - Design and implement high-performance application and network environments
- Build and manage all aspects of GNU/Linux
  - Intimate familiarity with Funtoo/Gentoo and Debian
  - Grub/Linux kernel booting and package tuning in optimized or constrained environments
- General-purpose programming/scripting and automation
  - Expertise in Shell (particularly Bash), Make and Perl
  - Rapid acquisition of new languages
- Systems integration and business requirements implementation
  - High-fidelity translation of challenges into real-world solutions
  - Proven history of return on investment from process and system optimization
- Performance and functional testing and development processes
  - Fluency in <sup>Many</sup> all major development models, and modern testing methodologies
  - Development team leadership and guidance, including accurate resourcing and timelines
- Knowledge transfer to both business and technical audiences
  - Documentation types: processes, methodology, briefs, etc.
  - Training forums: stand-up presentations, video-based, labs, etc.
  - Company representative to partner and customer audiences, and at industry events

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## F5 Networks, Seattle WA

### Senior Product Management Engineer, 2015-Present

Primary interface between customers and rest of company, particularly product development. Assessed market and customer needs to define and prioritize product requirements. Demonstrated ownership and effective advocacy for key areas of product portfolio, through articulation of market drivers and business cases to executive audience.

maybe change

- Developed new, dedicated cloud/orchestration team and brought to full speed in under a year amid changing company organizational dynamics and d labyrinthine product history and capabilities
- Lead role in defining integrated future for complete programmability suite; identified opportunities and gaps, prioritized investments and evangelized at executive level
- Established face of programmability for company through relationships, influence and expertise, both externally and internally

## New Product Introduction Engineer, 2009-2015

Primary interface between product management, product development and global services organization (knowledge, training, consulting and support teams). Ensured readiness of sales and services organizations before all new releases of products or services, through functional testing, documentation and training.

*what does this mean?*

*general terms translation*

- Co-focal on one of F5s most significant BIG-IP releases (v11.0.0); responsible for successful release of DSC/CMI, Plugins 2.0, vCMP, TMSH & iApps
- Guided heuristics engine through initial stages to a maintainable and publicly available tool (iHealth)
- Consultant for special projects, including cross-departmental, cross-functional upgrades enhancement and Operations Guide projects
- Pioneered video-based training format, drastically decreasing production time while increasing retention
- Created and presented in-depth scalability and product internals sessions at both sales and services international conferences
- Conducted customer visits with account teams as a corporate representative to close or keep business

## Field Systems Engineer (Technical Sales), 2007-2009

Increased recurring product and services revenue as engineering representative on account team. Removed barriers to customer adoption by partnering with key decision makers and delivering architecture and operations recommendations, solution development and training.

- Lead technical resource dedicated to Microsoft, supporting thousands of devices in MSN/GNS during the development of Azure
- Achieved triple in customer device count and quadruple in revenue with only two additions to team
- Delivered first two production deployments of VIPRION chassis-based architecture: Xbox Live & BOSD
- Authored comprehensive monitoring integration documentation and training for 3rd party development
- Reverse-engineered and automated product installer to provide rapid provisioning
- Successful relationship and technical work led to MSNBC case study

## Product Management Engineer, 2004-2006

Developed expert-level knowledge of product design, architecture and internals through hands-on testing and close collaboration with all levels of product development. Provided market-based consultation and guidance to the executive team and other departments regarding company vision, product direction and internal processes. Delivered competitive analysis expertise spanning the range from high-level market overview to specific feature differentiation across competitors and products. Wrote and maintained detailed briefing materials for executive team, product management and sales.

*company acquisition*

- Established new team, engaged in definition of role and responsibilities and creation of templates for all deliverables and reports
- Created initial performance testing, competitive analysis and development guidance for the integration of three successive acquisition products (FirePass SSL VPN, WebAccelerator and WANJet Optimization)
- Authored performance testing guide, which remained the foundation for most comprehensive L4-L7 performance testing report in the industry
- Released public-facing version of internal Perl script to SSL VPN from UNIX-like systems, along with a video demonstration of the SSL VPN process

## **Network Support Engineer, 2004**

Served as single point of contact for external and internal customers, providing both guidance and support while building ongoing relationships.

- Built first shared lab environment and wrote web-based checkout system for global accessibility
- Identified several product defects and created actionable documentation for product development

## **MICROS Systems, Seattle WA**

### **Implementation Specialist, 2001-2004**

Designed and supported mission-critical financial systems in 24/7 customer environments. Managed customer expectations and experience from pre-sales to ongoing support.

- Directly developed and supported largest point-of-sale deployments in Washington state; sole technician for UNIX-based systems processing millions of dollars in transactions daily
- Increased revenue and customer loyalty by building custom solutions using Shell, Perl, SQL and a proprietary scripting language

## **Open Source Contributions**

- GaryOS – an entire GNU/Linux system in a single bootable file
- Composer – simple but powerful CMS based on Pandoc and Make
- DWM multimon – contributed multi-monitor patches to DWM

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