

Gary B. Genett

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

Senior technologist with ¹⁵⁺~~18~~ years cross-functional experience [solving complex challenges.]

- 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
 - ~~Demonstrated ability to rapidly learn new languages as needed~~ *cloud*
- TCP/IP protocols and web applications, scalable architectures and virtualization
 - Fundamental understanding of OSI L1-L7 model, and several major application protocols
 - Design and implement high-performance application and network environments
- Systems integration and business requirements implementation
 - High-fidelity translation of challenges into real-world solutions
 - Proven history of ~~return on investment~~ ^{ROI} from process and system optimization
- Performance and functional testing and development processes
 - Fluency in all major development models, and modern testing methodologies
 - Development team leadership and guidance, including accurate resourcing and timelines
- *Delivered Education?* [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

F5 Networks, Seattle WA

Senior Product Management Engineer, 2015-Present

~~Demonstrated product leadership as~~ ^{key} primary interface between customers and rest of company, particularly product development. Assessed market and customer needs, defined and prioritized product requirements, articulated business cases and drivers to executive audience, and ~~ultimately~~ ^{ultimately} owned and advocated for all ~~responsible~~ ^{key} areas of product portfolio.

- Grew or Developed*
- ~~First member of~~ new, dedicated cloud/orchestration team; brought team to full speed in under a year, amid changing company organizational dynamics and 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
 - Acted as “face of programmability” for company, both externally and internally

New Product Introduction Engineer, 2009-2015

Demonstrated organizational leadership as 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.

- Co-focal on one of F5s most significant BIG-IP releases (v11.0.0); responsible for successful release of DSC/CFI, Plugins 2.0, vCMP, TMSH & iApps
- Guided heuristics engine through initial stages to a maintainable and publicly available tool (iHealth)
- Special projects "go-to" including first two cross-departmental, cross-functional "think tank" projects: upgrades enhancement and operations guide projects.
- In particular, contributed "External APIs" and "Deployment and Response Methodologies" sections to the Operations Guide, while collaborating on several sections throughout the document
- Pioneered video-based training format, decreasing cost and increasing value (higher retention, less time)
- Created and presented scalability/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 with network architecture, planning, provisioning and operations recommendations through training, documentation, consultation, custom configurations and solution development.

- Lead technical resource dedicated to Microsoft, supporting thousands of devices in one of the world's largest application environments (MSN/GNS)
- Achieved 3x in customer device count and 4x in revenue [with 2x in account 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
- Secured publicly acknowledged success in MSNBC case study

Product Management Engineer, 2004-2006

Developed expert-level knowledge of product design, architecture and internals through hands-on testing and constant interaction 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 and documentation, spanning the full range of market-level drivers to specific feature differentiation across competitors and products.] Wrote and maintained detailed briefing materials for executive team, product management and sales.

- Established team responsible for
- One of the first members of newly established team; collaborated to define role and responsibilities
- 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

consultation & support

~~Delivered expert-level consultation and support for F5 products as single point of contact for external and internal customers. Rapidly became familiar with new environments and resolved incidents logically and efficiently. Diffused heated situations and provided guidance; earned customer trust and ensured confidence in products. Identified product defects and created actionable documentation for product development.~~

- Built first shared lab environment and wrote web-based checkout system for global accessibility
- Management "go-to" for situations requiring heightened attentiveness

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 multimón – contributed multi-monitor patches to DWM

exit(0);

*Served as
~~Served as~~ Single point of contact for external & internal customers,
serving as both consultant & support and building ongoing relationships.
providing guidance*

Delivered competitive analysis expertise
from ~~both~~^{both} a high-level market overview to specific
feature differentiation across competitors & products.