Gary B. Genett // Senior Product, Program & Project Manager

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http://www.garybgenett.net/Gary_B_Genett-Resume.pdf

What I Do

- Guide organizations toward establishing a direction that achieves their mission and goals
- Step into chaotic and uncertain situations, gain an understanding, and find the way forward
- Provide multi-disciplinary technology expertise and perspective

How I Do It

- Adaptability: create teams from diverse groups and disciplines, and serve in multiple capacities
- Holism: discover unseen relationships and patterns across disparate organizations and systems
- Foresight: predict opportunities and innovate solutions, often unintuitive or unconventional
- Presentation: articulate new or complex topics in an approachable and understandable way
- Passion: advocate with contagious enthusiasm, and galvanize people into purposeful action
- Practicality: apply engineering mentality to resolve large challenges with incremental efforts
- Optimization: develop and refine processes to accomplish objectives efficiently and repeatably

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Owner & President
Enviro-Master of Seattle, 2016-2019

- Owned and operated a small company with several employees, organizational leadership and growth
- Managed almost a hundred sites throughout the entire Puget Sound region, high customer retention
- Successfully acquired languishing operation, converted to updated model *(Swisher Hygiene of EcoLab)*
- Consistent growth through in-person sales and employee upsells, mentorship and coaching
- Repaired overall health of the business, increased revenue and improved margins

Senior Product Management Engineer
F5 Networks, 2014-2016

- Created new, dedicated cloud/orchestration team amid evolving company organizational dynamics
- Defined new vision for automation, integrating all existing technologies into a unified suite
- Assessed emerging market trends and anticipated customer needs to develop the needed direction
- Demonstrated ownership and effective advocacy to executive team to achieve budget and support
- Ensured delivery through relationships, influence and expertise, both externally and internally

New Product Introduction Engineer
F5 Networks, 2009-2014

- Served as liaison between the major arms of the company: marketing, development, services and sales
- Ensured readiness of sales and services organizations before all new releases of products and services
- Performed lead role in milestone release, delivered five innovative technologies and deep product rewrite *(BIG-IP v11.0.0: DSC/CMI, Plugins 2.0, vCMP, TMSH & iApps)*
- Guided internal homegrown tool through the initial stages to a customer-facing product *(iHealth)*
- Pioneered video-based training format, drastically decreasing production time while increasing retention

- Created and presented in-depth product internals sessions at international sales and services conferences
- Conducted customer visits with account teams as a corporate representative to close or keep business

Field Systems Engineer (Technical Sales)
F5 Networks, 2006-2009

- Increased customer adoption as primary engineering representative on account team *(Microsoft)*
- Tripled the customer device count and quadrupled revenue with only two additional team members
- Supported thousands of devices during the development of public cloud *(GNS/MSN: Azure)*
- Delivered first two production deployments of revolutionary chassis architecture
  (VIPRION: Xbox Live & BOSD)
- Authored comprehensive Integration Guide and training for 3rd party development
- Cultivated the relationship and supported the technical work resulting in MSNBC Case Study

Product Management Engineer
F5 Networks, 2004-2006

- Established new team, defined role and responsibilities, created templates for deliverables and reports
- Created initial analysis, guidance and testing for three successive company acquisitions
  (FirePass SSL VPN, WebAccelerator Web Optimization & WANJet WAN Optimization)
- Authored Performance Testing Guide, setting the industry standard for comprehensive evaluation
- Released SSL VPN for UNIX-like Systems, as a Perl Script and Video Demonstration of the Process

Additional Experience

- Network Support Engineer: F5 Networks, 2004
- Implementation Specialist: MICROS Systems, 2001-2004
- UNIX Tier 3 Support Specialist: HostPro, 2001
- Operations and Systems Production Support: VoiceStream Wireless, 2000
- Hospitality Industry: Various roles at several companies, 1993-2001

Education & Certifications

- University of Washington: Perl Programming, 2003-2004
- Seattle Central College: Computer Programming, 2000

Open Source Projets

- GaryOS – An entire GNU/Linux system in a single bootable file
- Composer – Simple but powerful CMS based on Pandoc and Make
- Tasks – Taskwarrior & Google Tasks: configuration, automation & reporting

Volunteering

- WILS (Wisconsin Leadership Seminars), 1993-2014
  - Received public accolades in 2017 Facebook post
  - Authored constitution and bylaws for new organization as first Alumni Board Secretary
- UWKC (United Way of King County), 2009-2010