# **Gary B. Genett**

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**Owner and President**

**Enviro-Master of Seattle South 2016-Present**

* Experience owning and managing a company, demonstrated business leadership.
* Started in October, 2016 with the successful acquisition of Swisher Hygiene from EcoLab
* Rebuilt Washington organization from Swisher, and transitioned to Enviro-Master business model, services and products with no loss in customer accounts
* Sales and operational leadership for new franchise covering two territories spanning the Greater Seattle Area and much of Western Washington
* Mentorship and sales coaching for Operations Manager and team of Hygiene Technicians. Consistent growth through in-person sales and employee upsells.

**Senior Product Management Engineer**

**F5 Networks 2015-2016**

* 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.
* Developed a new, highly effective, dedicated cloud/orchestration team within a year
* Lead role in defining integrated future for complete programmability suite; identified opportunities and gaps, prioritized investments and evangelized at executive level
* Established programmability vision for company through relationships, influence and expertise, both externally and internally

**New Product Introduction Engineer**

**F5 Networks 2009-2015**

* 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/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](http://www.garybgenett.net/resume/f5-tmos-operations-guide.pdf) 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 as a corporate representative.

**Field Systems Engineer (Technical Sales)**

**F5 Networks 2007-2009**

* 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
* Assisted customer teams in implementation of automated compliance validation suites for PCI and SOX
* Reverse-engineered and automated product installer to provide rapid provisioning
* Successful relationship and technical work led to [MSNBC case study](http://www.garybgenett.net/resume/msnbc-election-day-cs.pdf)

**Product Management Engineer**

**F5 Networks 2004-2006**

* 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 company acquisitions (FirePass SSL VPN, WebAccelerator and WANJet Optimization)
* Defined and documented optimized end-user experience, with end-point security inspection and remediation, which was ultimately implemented in product
* Authored [performance testing guide](http://www.garybgenett.net/resume/creating-performance-test-methodology.pdf), which remained the foundation for most comprehensive [L4-L7 performance testing report](http://www.garybgenett.net/resume/F5-comparative-performance-report-ADC-2013.pdf) in the industry
* Released public-facing version of internal [Perl script](http://www.garybgenett.net/resume/sslvpn.public.pl.txt) to [SSL VPN from UNIX-like systems](http://www.garybgenett.net/resume/Clientless_FirePass_Login_via_the_command_line.html), along with a [video demonstration of the SSL VPN process](http://www.garybgenett.net/resume/20061024-FPLoginScript-Gary.wmv)

**Relevant Experience**

* HostPro: UNIX Tier 3 Support Specialist – 2001
* VoiceStream Wireless: Operations and Systems Production Support – 2000

**Education & Certifications**

* University of Washington: Perl Programming – 2003-2004
* Seattle Central Community College: Computer Programming – 2000