Joel Gibby

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Streamlining all aspects of IT operations through intelligent automation and remote management, proactive monitoring and sound security practices.

Creating business value for customers both internal and external.

Work Experience

Client Services Manager

CRM Blackbox - Portland, OR

June 2016 to November 2017

Managed thousands of PCI Compliant web sales presences, ensuring anti-fraud controls produced actionable data to mitigate risk decisions.
Designed and developed greenfield CRM buildouts, brought red CRM stats back to black.

Developed API projects to automate bulk actions using: Konnektive CRM, Cloudflare, Namecheap, Lime Light CRM and others. Cut one manual task from half a day to 20 mins with one script.

Database Administrator

Underwriters Laboratories - Camas, WA

March 2015 to February 2016

Delivered excellent customer experiences to global engineering and manufacturing clientele.

Using in-house Lotus Notes databases and Oracle ERP reporting applications I researched and resolved complex invoice and billing inquiries for domestic and international customers, as well as internal colleagues.
Worked with teams across a truly global enterprise to deliver world-class customer experiences. Was recognized internally by quality team and by clients for outstanding service.

Senior Consultant

Portland, OR

August 2014 to March 2015

Clients: Urban League of Portland, Hollywood Chiropractic, Liberty Tax, Able Tax, Center for Natural Medicine, All and One Acupuncture and Wellness (all Portland OR). Many NDA Orgs.

Traveled to major cities as a contractor in the financial services sector and healthcare for data center migration. Was the "boots on the ground" for projects too expansive and wide-ranging in complexity for organizations to handle themselves. Our expert project managers made sure we had everything needed to complete the job and we always got sign off early.
Repaired Windows and Apple desktops, notebooks and mobile devices in-store or on-site as needed. Provided user training, phone support and procurement services when necessary. Deployed and maintained customer wired and wireless networks and devices. Recovered and migrated customer data, countless hardware and OS upgrades.

UL Portland: reduced spam by 90% with zero added cost with improved SMTP scanning.

Developed BCP / DR policies for financial industry clients, clinics and non-profits.

Network / Telephony Specialist
Camas School District   -   Camas, WA
September 2008 to April 2013

Migrated 50+ legacy applications and services to virtual servers to save on energy and hardware costs, year-over-year. Built and maintained Citrix XenApp farm delivering over 20 applications and over 1500 published desktops to end users on a variety of devices including desktops, notebooks, thin terminals, iPads and tablets.
Installed and managed enterprise-wide security software (Kaspersky) to ensure protection against latest threats and enforce corporate application policies (endpoint lockdown). Controlled policy using Kaspersky Admin Kit agent and enterprise console.

Developed disaster recovery plan / business continuity plan to protect multiple terabytes of critical data using Commvault Simpana on iSCSI storage, magnetic disk pools and tape. Deduping and replication handled with Data Domain. Monitored daily storage reports and backup job results. Trained helpdesk on tape handling procedures.

Built and operated VMware Virtual Infrastructure cluster using Dell iSCSI SAN and Dell servers, hosting over 50 virtual servers including domain controllers, application servers, file, print and management servers.

Specified and oversaw manufacturer installation on a pair of Fortinet Firewalls and FortiAnalyzer management console. Monitored firewall logs and created rules to block or discard errant or unwanted traffic. Setup IDS and IPS rules to manage application threats such as botnets, bittorrent worms and viruses on the network.

Private Consultant
Joel Gibby Solutions   -   Vancouver, WA
2001 to 2013

Kimbal Logan Real Estate - Vancouver WA:
Sourced Windows Small Business Server 2003 on Dell Server hardware, setup Exchange 2003, Active Directory and configured desktops for domain membership. Set up Quicken network version and Quickbooks for multiple users, file and print sharing and general desktop support.
Back To Health Chiropractic - Vancouver WA:
General desktop and server support, developed SCP-based data protection system tailored to the needs of the organization, later upgraded to Symantec Backup Exec. Supported medical practice management system "Satori".

Allergy & Asthma Center of SW WA - Vancouver WA:
Deployed Windows Server 2003 / Active Directory to 11 workstations and new server. Office was formerly a windows XP Peer-to-Peer network. Installed, configured and managed Watchguard XTM firewall. Supported network printers and medical software-as-a-service web based applications, along with general desktop support.

TideWater Cove - Vancouver WA:
Setup tunneled VPN, file / print sharing and provided on-call support to office of luxury condo properties.

Chevron - Portland OR; Vancouver WA:

Commissioned by retail account executive to shoot and produce internal staff recognition "Soar in 2004" video highlighting the best-performing stores in the Portland territory. DV Cam and non-linear video editing software were used.

Microsoft Systems Specialist - Camas School District

Joel Gibby Solutions - Washougal, WA
September 2006 to June 2008

Washougal WA:
Managed Peer-to-Peer network of five computers, network printers, external storage.
Microsoft Systems Specialist - Camas School District - Camas, WA
September 2006 - June 2008 (1 year 10 months)

Reduced operating costs through intelligent systems management and automation. Created scalable processes for management of heterogeneous platforms. Discovered innovative solutions to optimize investment, improve security, availability and leadership position in field.

Led adoption of and was primary specialist for SMS/SCCM 2007, OpenManage and Symantec GSS, reducing desktop and server deployment time dramatically, with more gains realized as adoption increased, year-over-year.

Employed robust proactive systems monitoring suites including Intermapper (SNMP/Netflow/sFlow/Syslog), SolarWinds IPMonitor, OpenManage Server Administrator and Windows Server Platform technologies (WMI, Windows RM) to increase overall visibility into global systems health, allowing for better strategic planning and driving down the issues generating the most helpdesk: errant configuration changes or oversubscribed system resources.

Migrated Exchange 2010 messaging data from Direct-Attached-Storage to an iSCSI SAN and saw enormous gains in performance, scalability and reliability.

Help Desk Analyst

Camas School District - Camas, WA
June 2005 to September 2006

Successfully implemented first helpdesk in the organization, reducing support turnaround time by over 75% within 3 months. Rolled out support call tracking system that enhanced technician's ability to resolve issues and improve response times.

Computer Lab Assistant

Camas School District - Camas, WA
August 2001 to June 2005

Provided Tier-II internal support to technicians, a subject-matter expert in all areas of I.T. operations. Deployed organization-wide systems management platform (Dell OpenManage, SMS 2003) to monitor individual and global system health and performance. Led project team consolidating multiple heterogenous app servers using virtualization technology.
Computer Lab Assistant - Camas School District - Camas, WA
August 2001 - June 2005 (3 years 11 months)

Streamlined systems administration and operations at Skyridge Middle School through the use of remote management, scripting, and Active Directory tools. Developed custom application for managing student user accounts. Assisted Technology Dept. with system deployments, updates and support.

Support Agent

Stream Global - Beaverton, OR

December 2000 to July 2001

Served a variety of global customers including home, small business and enterprise users. Promoted to Tier-II Escalation Team in recognition of skills, recognized ability to share knowledge with others and take the lead. Support focused mainly on Windows XP and 2000 platforms.

Airtime Representative

AT&T Wireless - Portland, OR

May 2000 to October 2000

Used call/event logging software, proprietary CRM systems and intranet resources to deliver stellar customer experiences. Was awarded numerous times for outstanding quality of service.

Education

Certification

Clark College

1999 to 2000

Skills

Active Directory (10+ years), Citrix (4 years), scripting (3 years), systems management (5 years), VMware (4 years)

Links

https://docs.google.com/document/d/e/2PACX-1vSeoogLemShq634n6QolgkU9qXQAae0D6EgnCiS5U1s-BHMzugLikWzgB7TF-vFfYzCohyyoyKEzJbi/pub

Additional Information

Specialties:

Active Directory Administration and Group Policy, Systems Management (System Center, Dell OpenManage), Citrix XenApp / Terminal Services Remote Desktop Administration, Virtualization (AppV, Hyper-V, VMware), Desktop Deployment and Support (Windows 7), Server and Network Management (Windows Server 2012, 2008, 2003), Scripting and Automation / Web Technologies (PHP, ASP, JS, XML), Database Administration (MSSQL, MySQL, PGSQL, Oracle ERP, Lotus Notes), Social Media Marketing and Development (Twitter, Facebook, Yelp etc.)