



Engineering executive with 20+ years building and leading security, platform, and infrastructure organizations for regulated, high-scale environments - defense, data warehousing, gaming, healthcare, medical devices, and enterprise SaaS. At ServiceNow, built and led distributed teams delivering platform security and AI governance capabilities protecting 60,000+ enterprise instances and 10,000+ SaaS customers. Track record standing up teams from zero, running multi-year cross-organizational transformations (2,000+ engineers), and converting technical delivery into revenue and contract outcomes. Patent holder; M.S. Computer Science. Looking to scale organizations and drive technology change to solve business problems.

PROFESSIONAL EXPERIENCE

Senior Manager, Software Engineering | 03/2023 – Present

ServiceNow · San Diego, CA

- **AI Governance & Acceleration:** Recruited and led a 4-engineer team building AI governance capability that lets enterprise customers evaluate and troubleshoot AI-agent resource access; drove a culture shift that lifted team velocity by nearly 2x through AI-assisted engineering.
- **Security Architecture Leadership:** Set architectural direction and boundaries of code ownership to scale the platform security engineering teams throughput.
- **Zero-to-Team & Company-Wide Transformation:** Built a distributed 6-engineer team from scratch driving an 18+ month initiative across a 2,000+ engineer org to retire 3DES cryptography company-wide, migrating all source, repos, and customer integrations to AES.
- **Product Ownership:** Owned design and launch of the Security Center customer product (18% YoY adoption) and its "reverse 911" real-time threat notification capability, reaching 10,000+ enterprise SaaS customers.

Manager, Platform Security Engineering | 03/2020 – 02/2023

ServiceNow · San Diego, CA

- **Revenue-Unlocking Turnaround:** Took ownership of a delayed platform code-signing project, redesigning scope and a cross-instance "circle of trust" architecture that unlocked a major contract expansion with top-tier customers.
- **Patented Protocol Innovation:** Co-architected a secure automatic key-exchange protocol, delivered across all 60,000+ ServiceNow instances to safely transmit symmetric cryptographic keys; authored and was awarded the resulting patent.
- **Cross-Functional Governance:** Partnered with product, legal, design, and customer-facing teams to align security roadmap priorities with enterprise customer and security requirements.

GREG GIBSEN

Engineering Executive | Platform Architecture, Enterprise Security & Systems Scale

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Sr. Manager, Systems Software Engineering | 07/2019 – 03/2020

Sotera Wireless, Inc. · Greater San Diego

- **Build-vs-Buy Strategy:** Spearheaded technical evaluation and roadmap for a next-generation cloud customer portal, integrating Salesforce, proprietary medical device, and healthcare analytics datasets.
- **Cloud Platform Architecture:** Architected a next-gen cloud platform for maximum medical device codebase reuse, leveraging distributed caching (Redis) and cloud-native infrastructure (Kubernetes, NewSQL) for multi-tenancy.
- **Organizational & Quality Transformation:** Scaled and restructured software engineering and quality organizations, pivoting culture toward automated and white-box testing frameworks.

Manager, Systems Software Engineering | 09/2018 – 07/2019

Sotera Wireless, Inc. · Greater San Diego

- **Legacy Modernization:** Managed a 24x7 mission-critical application portfolio, leading the containerized migration of 12 services from Java 8 to 11 to improve performance and maintainability.
- **Offshore Cost Optimization:** Drove cost-elimination initiatives across offshore codebases while maintaining delivery quality and system reliability.
- **Customer Escalation Leadership:** Personally resolved the company's highest-priority customer performance escalation by diving into application code and remediating critical performance bottlenecks.
- **Regulatory & Stakeholder Alignment:** Partnered with internal stakeholders to optimize delivery timelines while meeting healthcare and medical device compliance requirements.
- **Agile Transformation:** Overhauled the Agile development framework, establishing predictable sprint execution at a consistent ~35-point velocity aligned with regulatory, clinical, and business priorities.

Sr. Manager, Software Development | 05/2016 – 09/2018

LabCorp (Sequenom, Inc.) · Greater San Diego

- **High-Scalability Architecture:** Co-architected and delivered a rewrite of a mission-critical 18x7 enterprise LIMS Java platform on a 9-month schedule with zero post-launch defects, using event-driven AMQP messaging in a private cloud.
- **DevOps Partnership & SLA Optimization:** Formed cross-functional DevOps partnerships and implemented automated CI/CD deployments (Jenkins, Jira metrics), cutting average incident resolution SLAs from ~18 hours to ~3 hours.
- **Quality Improvement:** Implemented rigorous root-cause analysis across production systems, resolving long-standing LIMS architectural bottlenecks and driving a 66% reduction in new production tickets within 5 months.
- **Rapid Team Scaling:** Scaled the software development organization within 2 months by recruiting 4 full-time engineers and onboarding 6 strategic consultants, authoring SOWs and managing vendor contracts.

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Software Engineering Manager | 05/2015 – 05/2016

Teradata Corp. · Greater San Diego

- **Global Team Leadership:** Directed a 20-person global hybrid organization (15 onshore, 5 offshore) through a seamless 24x7 AWS cloud migration of a mission-critical platform.
- **Executive Customer Relationships:** Forged trusted partnerships with VIP enterprise accounts, aligning multi-year product roadmaps to strategic business goals.
- **Revenue-Driving POCs:** Championed custom Proofs of Concept with strategic accounts to drive revenue growth and strengthen top-tier customer relationships.
- **Talent Succession & Culture:** Developed an enterprise TDD curriculum from scratch to elevate code quality and built a leadership pipeline, mentoring and promoting a Project Manager into an Engineering Manager role.

EARLIER CAREER

- **Senior Java Developer & Scrum Master**, Teradata Corp. (2013–2015)
- **Java Software Engineer**, Trion Worlds (2012–2013)
- **Senior Software Engineer**, Sambreel Holdings (2011–2012)
- **Software Engineer**, Teradata Corp. (2010–2011)
- **Software Engineer**, Northrop Grumman Corp. (2004–2010)

AREAS OF EXECUTIVE IMPACT

Team & Org Building

Multiple teams formed from zero ·
Distributed & offshore orgs (20+) ·
Talent acquisition & retention ·
Promotion pipelines & succession

Security & Architecture

New architecture deployments ·
Platform security & cryptography ·
Enterprise risk reduction · AI
governance & agent access controls
· Distributed, event-driven systems

Business & Execution

Multi-year roadmap ownership ·
Vendor/consultant & SOW
governance · Revenue-unlocking
delivery · Regulatory & compliance
delivery

EDUCATION & RECOGNITION

- **M.S., Computer Science**, San Diego State University — 2011. Thesis: VODCA — Video-on-Demand Peer-to-Peer Content Replication via Artificial Immune System.
- **B.A., Mathematics-Computer Science**, University of California, San Diego — 2004.
- **U.S. Patent Holder** — Secure automatic cryptographic key-exchange protocol, deployed enterprise-wide at ServiceNow.