

GREG GIBSEN

Engineering Executive | Platform Architecture, Enterprise Security & Systems Scale

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LEADERSHIP PHILOSOPHY

Greg leads engineering organizations at the intersection of security, scale, and trust. His approach centers on three convictions: teams perform best with clear architectural boundaries and ownership, not micromanagement; culture is built deliberately - remote and offshore teams get the same investment in coaching and career growth as co-located ones; and technical delivery only matters if it converts into a business outcome - a contract, an SLA, usage adoption, or a customer's confidence. He has repeatedly taken on ambiguous or stalled initiatives and turned them into shipped, adopted, revenue-relevant products.

TEAM & ORGANIZATION BUILDING RECORD

Orange Team, ServiceNow

0 → 6 · Distributed/Remote

Company-wide, cross-org 3DES → AES cryptography migration transformation.

Cyber App Teams, ServiceNow

11 → 15 · Distributed/Remote

Deliver AI governance capability.

SW & QA Engineering, Sotera Wireless

+4 engineers · Onshore / Full org restructure

Scaled and restructured software engineering and quality organizations to improve product quality.

LIMS Platform Team, LabCorp (Sequenom)

0 → 10 (+4 hires / +6 consultants) · Onshore + contractors

LIMS platform stabilization and re-architecture.

Teradata Corp.

Global hybrid teams · 20 (15 onshore / 5 offshore)

AWS migration, multiple products ownership, VIP accounts.

PEOPLE DEVELOPMENT & CULTURE

- Built high-performing, multi-location hybrid teams (up to 20+ engineers) with low turnover across onshore, remote, and offshore environments by actively managing the entire talent lifecycle - from recruiting, hiring, and onboarding to coaching, PIP management, and promotion pipelines.

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- Accelerated team formation from zero to full operational capacity within two months by defining precise skill requirements, authoring SOWs, hiring engineers and onboarding strategic contractors.
- Mentored individual contributors into leadership positions, successfully promoting a Project Manager into an Engineering Manager role at Teradata, as well as advancing staff-level engineers into leadership roles at Sotera and ServiceNow, respectively.
- Led with an inclusive management philosophy that invests equally in distributed, remote, and offshore teams - fostering high-trust culture, shared accountability, and equal growth opportunities across the entire organization.
- Built an enterprise Test-Driven Development (TDD) curriculum from scratch to raise overall code quality standards and establish a scalable leadership pipeline by having the teams share their learnings weekly.

RECOGNITION

- **U.S. Patent** — Secure automatic cryptographic key-exchange protocol, deployed across 60,000+ ServiceNow instances.
- **M.S., Computer Science, San Diego State University** — Thesis on peer-to-peer video content replication using an artificial immune system.

KEY EXECUTIVE METRICS & IMPACT

AI Tools & Developer Velocity Acceleration — ServiceNow (2026–Present)

SITUATION

Enterprise engineering teams needed clear governance framework boundaries for writing software, ensuring quality, leveraging AI while driving higher development throughput to keep pace with evolving AI landscape.

ACTION

Established and drove a culture-wide shift to adopt AI-assisted engineering workflows.

RESULT

Lifted team engineering velocity by nearly 2x for regular sprint deliverables.

AI Governance & Agent Access Controls — ServiceNow (2025–2026)

SITUATION

Enterprise customers had no reliable way to evaluate or troubleshoot what resource permissions AI agents actually held.

ACTION

Recruited and hired 4 engineers to augment the existing team; set architectural boundaries; coached engineers through the design.

RESULT

Shipped an automated access-analysis capability now used by hundreds of enterprise SaaS customers.

Security Center Launch & Real-Time Threat Notification — ServiceNow (2023–Present)

SITUATION

Enterprise SaaS customers lacked a centralized capability for real-time risk visibility and immediate threat notification across their platform instances.

ACTION

Owned the end-to-end design and launch of the Security Center customer product, introducing a novel "reverse 911" real-time threat notification feature to deliver critical risk alerts.

RESULT

Reached 10,000+ enterprise SaaS customers and the product overall has achieved 18% YoY adoption, empowering organizations with immediate security risk awareness and actionable remediation steps.

Enterprise-Wide Cryptography Modernization — ServiceNow (2023–2024)

SITUATION

Legacy 3DES cryptography remained embedded across source code, repositories, and implementations customers and company-wide.

ACTION

Built a distributed 6-person team from scratch and directed an 18-month initiative reaching 2,000+ engineers.

RESULT

More than 7,000 customers and company-wide migration to AES completed; systemic cryptographic risk remediated.

Code Signing Project Turnaround — ServiceNow (2020–2021)

SITUATION

A stalled code-signing project put a major customer contract expansion at risk.

ACTION

Took ownership, re-aligned project scope, designed a cross-instance "circle of trust" architecture.

RESULT

Delivered the capability and unlocked a major contract expansion with top-tier customers.

Customer Escalation Rescue & Critical Performance Remediation — Sotera Wireless (2018–2019)

SITUATION

The company faced its highest-priority customer performance escalation, threatening a key client relationship due to critical application bottlenecks.

ACTION

Personally conducted hands-on root-cause analysis, diving directly into the application codebase to diagnose systemic performance issues and remediate critical bottlenecks.

RESULT

Successfully resolved the customer escalation, restored optimal system performance, and stabilized the strategic account relationship.

Offshore Cost Optimization & Platform Continuity — Sotera Wireless (2018–2019)

SITUATION

Offshore operational overhead and codebase inefficiencies were inflating engineering spend while managing a 24x7 mission-critical application portfolio.

ACTION

Drove targeted cost-elimination initiatives across offshore codebases, setting up knowledge transfer sessions, auditing the quality and delivery process of offshore codebase while expanding responsibilities of the onshore team.

RESULT

Successfully reduced operational overhead and technical spend without sacrificing system performance or 24x7 mission-critical platform reliability.

Mission-Critical LIMS Platform Rewrite — LabCorp / Sequenom (2017–2018)

SITUATION

An 18x7 clinical LIMS needed full re-architecture without disrupting operations.

ACTION

Co-architected and designed an event-driven (AMQP) rebuild, garnishing support from other departments of the company and stakeholders.

RESULT

Delivered on a 9-month schedule with zero post-launch defects; no unplanned outages with the new LIMS system. Recognized by the company for this achievement.

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Incident Resolution & Production Quality Optimization — LabCorp / Sequenom (2016–2017)

SITUATION

Long-standing clinical system bottlenecks caused high production ticket volumes and sluggish incident recovery, resulting in average resolution SLAs of ~18 hours.

ACTION

Formed cross-functional DevOps partnerships, implemented automated CI/CD deployment pipelines, and instituted rigorous root-cause analysis (RCA) discipline across all production issues.

RESULT

Slashed average incident resolution SLAs from ~18 hours to ~3 hours and drove a 66% reduction in new production tickets within 5 months.