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)
- Onshore / 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.
- Accelerated team formation from zero to full operational capacity within two months by defining precise skill requirements, authoring SOWs, 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 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 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: Customer 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, 2018 – 2019
Sotera Wireless

- 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.

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.