

K. M. Peterson

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Summary

Information Technology leader accomplished in building scalable systems, growing capable teams, and developing secure and reliable processes using expertise in multiple fields of Information Technology infrastructure.

- Hands-on, innovative problem-solver. Technology architect focused on consultative approach to projects. Polished and professional writer and presenter.
 - Technical leader with broad experience, bridging “big picture” impacts of technology to real costs, practical benefits, risks, and contingencies.
 - Adaptable – lifelong learner, skilled at translating technology into results; supporting individuals, handling problems, training, services, security and compliance.
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Career Highlights

Tailoring Information Technology to solve problems with an eye on technical and business opportunities.

- Planned and led migration of physical data centers, design, and technical architecture, for three orders of magnitude processing and storage increases for a major scientific project. Led evolution of production systems for a web-based analytic service through multiple data center moves into Public Cloud. Contributed management and oversight of physical facilities, office space, networks.
 - Managed environments subject to U.S. Government security protocols, PCI, and other regimes. Initiated, planned, and managed project to drive an organization from self-assessed PCI to PCI Level 1 Service Provider Attestation, re-authoring policies, managing assessors, implementing processes, and responding to customer requirements.
 - As an individual contributor, completed projects to implement and upgrade applications such as databases, telephony, and networks; managed teams implementing IT services such as ticketing, monitoring, and collaboration. Upgraded and introduced automation for systems management to increase responsiveness and cost savings by deferring personnel requirements for business growing 30%/year. Numerous projects mastering technologies to improve and update productivity for small and medium-sized business units and companies.
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Experience

DIRECTOR OF OPERATIONS, AVOKE ANALYTICS, INTRADO (FORMERLY, *Raytheon BBN Technologies*, Cambridge, Mass.) 2014-PRESENT

Responsible for all systems and network management for a business providing call center analytics including points of presence in U.S. and U.K., and Asia/Pacific region. Essential deliverables: telephony services, security/compliance, services monitoring.

“Critical resource” for business unit sale and acquisition due to breadth of responsibilities, knowledge and expertise.

Led virtualization DevOps for public cloud deployment (“bare-metal”, multiple virtualization technologies, to Kubernetes). Managed continuing information security assessment and monitoring processes, primary customer contact for network and telephony implementation projects and service providers.

Responsible for strategic direction for hybrid and multiple-cloud, network architecture and information security for business unit, and customer requirements for connectivity and security.

INDEPENDENT CONSULTING

2010-2014

Utilized communication skills and deep technical knowledge to provide solutions for individuals and organizations; expanded competency in key areas through independent projects and development. Domains included Asterisk, IPv6, Linux, Network Monitoring (Zabbix), and email implementation (Postfix, DMARC, DKIM, Mailman) Amazon Web Services (AWS) S3, EC2, Glacier, and Route53. Delivered projects including Web Services integration, Windows Server and Macintosh networking, publishing systems, Internet security. Produced technical presentations on multiple topics. Writing at kmpontech.wordpress.com.

SENIOR DIRECTOR OF INFORMATION TECHNOLOGY, *Basis Technology Corp.*, Cambridge, Mass.

2006-2010

Upgraded IT for software and services company in Linguistic/Text Analysis market. Focused on highly technical, tailored solutions for network and systems infrastructure. Customers included commercial software and web services companies and U.S. Government. Managed a lean team providing engineering and support.

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IT MANAGER, *John Snow, Inc., and World Education*, Boston, Mass. 2004-2005

Managed enterprise headquarters information technology team for \$150M global public health consulting firm and literacy organization. Consulted with African field offices on Windows/network security issues (firewall, virus, spam) and negotiated Internet connectivity.

CONSULTANT, MIT NETWORK SECURITY TEAM, *Massachusetts Institute of Technology*, Cambridge, Mass 2004

Recruited to assist in management of emergencies relating to worm infestations. Managed team responses through volunteers and IS&T staff; supervised response, researched and tested protocols for recovery, consulted with faculty, staff, students, and researchers on hardening strategies.

MANAGER, COMPUTER SYSTEMS OPERATIONS, *Whitehead Institute/MIT Center for Genome Research (now The Broad Institute of Harvard and MIT)*, Cambridge, Mass. 1996-2003

Staffed and managed 16-person department providing all functions of IT/Infrastructure including Database Administration, Systems Administration, Desktop Support teams for largest publicly funded genome sequencing center in U.S. with research grant revenue of approximately \$80M per year. Set direction, formulated requirements, and negotiated purchase of hardware/software over a 4-year period with market value of \$13M. Reported to CIO, developed policies, set service levels, managed personnel and budgets, oversaw all aspects of operations.

Technology

Platforms: Linux, Macintosh; Amazon Web Services, Google Cloud Platform (Google Kubernetes Engine, Google Identity, Stackdriver, SDK), Docker, RHEV/KVM, SELinux, FreeIPA, MySQL, Elasticsearch/Logstash/Kibana (ELK), Nessus Cloud, Jira, Terraform, Puppet, Dell, HPE servers, Gemalto HSM, Windows.

Programming: Python, BASH, shell scripting/utilities, Perl, C.

Applications: Microsoft Office, Adobe CC; Zabbix, Bacula, Apache HTTPD, Git, R.

Network: TCP/IP, IPv6 applications, PKI, SSL/TLS implementation; VoIP (Asterisk, Freeswitch - SIP telephony; ITSPs in North America, Europe, Asia), DNS, Postfix, Juniper ScreenOS, Cisco IOS/ASA; GPG, Kea DHCP.

Education

B.L.S., Philosophy, Boston University, 1993

CISSP, 2018-2021

Personal

Hobbies include graphic design, bicycling, reading, travel, the arts, food. Trustee of the Stanton Condominium, Brookline.

This resume is available online at <http://kmpeterson.com/resume>