

## K. M. Peterson

40 Stanton Road  
Brookline, MA 02445-6839  
tel: +1 617 731 6177  
kmp@kmpeterson.com

---

### Summary

Hands-on Information Technology Manager, known for innovative approach to solving problems. Team leader experienced in building and motivating professional, capable, and responsive organizations. Polished and professional writer and presenter.

- Technical leader, implementing enterprise-based projects efficiently by pinpointing key issues and requirements resulting from organizational imperatives.
  - Adaptable – skilled at supporting individuals, building systems, handling problems; as well as managing teams, training, developing strategies, policies and processes.
  - Technical background and broad experience allows for understanding “big picture” business impacts of technology projects: real costs, practical benefits, risks and contingencies.
  - Effective in fostering collaboration and consultative relationships with senior management and across traditional boundaries; focusing on inflection points of technology decisions.
- 

### Experience

SENIOR DIRECTOR OF INFORMATION TECHNOLOGY, *Basis Technology Corp.*, Cambridge, Mass. 2008-2010

DIRECTOR OF INFORMATION TECHNOLOGY, *Basis Technology Corp.*, Cambridge, Mass. 2006-2007

Hands-on manager for software and services company in Linguistic/Text Analysis market; customers include commercial software and web services companies, and government.

- Led initiatives to upgrade network and data security, disaster recovery capabilities, data protection, virtualization, systems/configuration management automation; reducing business risk and increasing efficiencies.
  - Negotiated several significant networking contracts, upgrading bandwidth, improving security and manageability of company networks. Managed software planning, licensing, migration.
  - Introduced new technologies and professionalized department, collaborating closely with marketing staff, engineers, consultants and management.
  - Managed company move to new facility including data center design, office space networking, access control; directed HVAC, electrical and networking installation contractors.
  - Served as principal technical resource in all areas related to information technology. Managed support for three U.S. offices, Tokyo.
- 

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

Primary Headquarters IT management for \$150M global public health consulting firm and literacy organization.

- Principal responsibility for Linux systems administration, Oracle database, corporate IT initiatives.
  - Consulted with African field offices on Windows/network security issues (firewall, virus, spam) and negotiated Internet connectivity with local vendors during trip.
  - Planned and executed accounting system upgrade from Windows 2000 Server/Oracle 8 to Linux/Oracle 9i, including database creations/moves, and production-ready installation and tailoring of Linux/Oracle server.
- 

MANAGER, COMPUTER SYSTEMS OPERATIONS, *Whitehead Institute/MIT Center for Genome Research (now The Broad Institute of Harvard and MIT)*, Cambridge, Mass. 1998-2003

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. Reporting to CIO, developed policies, set service levels, managed personnel and budgets, oversaw all aspects of operations.

Specific achievements include:

- Implementation of 7/24/365 support structure including automated system outage notification, ticketing system for efficient problem management; escalation protocols and user-communication procedures.

- Architecture of infrastructure, scaling from 3 workstations/54GB storage to 30+ SMP servers, VLM servers, database servers, and storage system including 55+TB SAN/NAS storage and tape robotics for backup and archive.
- Negotiated agreements with resellers, vendors, including collaboration-based pricing and academic agreements with a value of approximately \$4M.
- Increased reliability, responsiveness and level of professionalism in department using negotiation, communication skills, excellent recruiting, and leadership by example.

Collaborations with other groups: member of construction committee (contributed to projects to increase facility size five-fold), Whitehead administration (recruiting new IT director for Institute), MIT Network Security group (security incident response and general collaborative assistance), Employee Benefits committee (redesign of Institute benefits structure).

---

SENIOR SYSTEMS ADMINISTRATOR, *Whitehead Institute/MIT Center for Genome Research* 1996-1998

- Implemented new practices and systems: RAID storage systems, Advanced File System, integrated backup/archive system; redesigned namespace, redeployed website.
- Technical lead on Windows NT workstation/server issues; implemented NT domain, researched and evaluated NT/Unix integration strategies.

---

MANAGER, SYSTEMS SUPPORT, *Vertex Pharmaceuticals*, Cambridge, Mass. 1994-1996

Top-to-bottom support of Macintosh in complex, mixed Mac-Unix computing environment and TCP/IP network in intense and fast paced research-based company. Managed customer satisfaction through education, one-on-one support, responsiveness, and communication of IS goals and responsibilities. Founding member of IS consulting practice.

---

**Consulting**

*Network Security Team, Massachusetts Institute of Technology*, Cambridge, Mass. 2003-2004

Solicited 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.

---

*Harvard University Department of Molecular and Cellular Biology*, Cambridge, Mass. 2000, 2001

Two-phase project for a growing and diverse biology laboratory, involving collaboration on assessment of issues and a report to faculty and administration with specific recommendations; and participation in recruiting a Director of Information Technology for the department (including resume selection and review and multiple rounds of interviewing). Consulting took place in tandem with duties at Whitehead.

---

**Technical**

**Platforms:** Linux (CentOS 6/Red Hat Enterprise Linux 6, Ubuntu), Unix (Solaris, AIX), Macintosh (OS X 10.7), Windows (Windows 7, Server 2003/2008, Exchange Server 2007, licensing/aquisition issues) Amazon AWS (S3, EC2), VMware ESX/ESXi, MySQL, Oracle, NetApp, EMC Clariion, cfengine, Platform LSF, SAS.

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

**Applications:** Microsoft Office, OpenOffice; Adobe CS5; Perforce, Bacula, Apache 2.2, Subversion, R, Splunk.

**Communications:** TCP/IP (DNS, SMTP, ssh, HTTP, X11, BGP/WAN, 802.11, etc.), IPv6, Ethernet, Postfix, Juniper ScreenOS, Cisco IOS; VoIP (Asterisk 1.8, SIP telephony), PGP.

---

**Education**

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

**Professional**

Member USENIX/SAGE; MIT Network Security Team

**Personal**

Hobbies include graphic design, bicycling, exercise, reading, the arts, food. On-air director of fundraising programming for public radio (WBUR, Boston); co-producer of special events, including Car Talk. Trustee of the Stanton Condominium, Brookline.

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