

K. M. Peterson

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Summary

Information Technology infrastructure expert, known for innovative implementation of open source technologies to solve problems, build scalable systems, and enable highly-available services. Resourceful, strategic, and productive. Team leader experienced in building and motivating professional, capable, and responsive organizations. Polished and professional writer and presenter.

- Accomplished systems manager, with deep expertise in Linux/Unix, networking, large-scale data storage systems, servers, and facilities.
 - Effective administrator, proficient in budgeting, policy development, personnel development, vendor negotiations and large purchasing projects.
 - Adaptable contributor - works "hands-on" supporting individuals, building systems, handling problems, as well as supervising teams, training, developing strategy, organizing and managing projects.
 - Technical leader, providing support for significant organizations (300+ personnel) and resource for broad range of issues related to IT (e.g., security, privacy, telecommunications, law, physical plant, etc.).
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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.
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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.
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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/Red Hat Enterprise, Ubuntu), Unix (Solaris, Darwin, OSF/1-Tru64 Unix, AIX), Macintosh (OS X, OS 7-9), Windows (NT, 2000, XP, Server 2003/2008, Exchange, Terminal Server, Active Directory), IBM z-Series. VMware ESX, MySQL, Oracle, NetApp, cfengine, Platform LSF, SAS.

Programming: Python, Perl, PL/I, BAL, BASH shell scripting/utilities, C, SQL/PL.

Applications: Microsoft Office, OpenOffice; Adobe CS4; antivirus, Perforce, Bacula, Apache, 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, SIP telephony), SNA, 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>