PETER KETCHAM, MBA

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IT MANAGEMENT | SITE RELIABILITY ENGINEERING | GLOBAL TEAM MANAGEMENT | PROBLEM SOLVING

SUMMARY OF QUALIFICATIONS

- **SENIOR OPERATIONAL ENGINEERING PROFESSIONAL** with 16 years of experience in technical support and SRE operations for software applications within broad areas such as Legal, Tax and Accounting, Science, Corporates, EBS, MIS, and DCIS/IHN.
- **ADEPT IN DRIVING ORGANIZATION-WIDE BEST PRACTICES** for incident management, organizational transformation for infrastructure technology operations, as well as in building highly scalable platforms and fault-tolerant systems.
- **RESOURCEFUL IT MANAGER** with wide technical knowledge acquired through a BSc in Computer Engineering, MBA degree, and a professional background in driving scalability, stability, reliability, and operability of services.
- **GLOBAL PEOPLE AND TECHNICAL LEADER** with the ability to support international operations teams, empower team members towards their professional growth, as well as to simultaneously interact with multiple business units from across the world.

AREAS OF EXPERTISE

TECHNICAL SKILLS: Linux | Production Support | Site Reliability Engineering SRE | Business Analysis | System Architecture | ITIL | Shell Scripting | Integration | Data Center | Disaster Recovery | MS Project | JIRA | ServiceNow | Infrastructure Technology | Risk Mitigation | Automation | Cloud Computing

LEADERSHIP SKILLS: IT Management | People Management | Project Management | Incident Management | SRE Management | Change Management | Problem Solving | Performance Management

PROFESSIONAL EXPERIENCE

Manager - Production Support and Site Reliability Engineering   July 2016 – December 2021
Thomson Reuters | Eagan, MN

- Led a global, 24/7 team of nine engineers based in Eagan, MN & Hyderabad, India (17 at peak) and responsible for the support of nearly 70 applications across over 2,500 servers through the company data centers and multiple AWS regions; the combined total applications' worth is nearly $1 billion in annual revenue
- Cooperated with 15 managers across the business to discuss security and disaster-recovery approaches, provide guidance on governance & server changes, standardize releases & documentation, and adhere to ITIL best practices
- Orchestrated the tracking and execution of six team projects on an annual basis by using MS Project and Jira, as well as by providing automation of all IT business management processes through ServiceNow
- Served as the primary escalation point for supported customers in regards to any technical or personnel concerns
- Defined and measured both team and individual KPIs on a regular basis; KPIs include a scope of leadership objectives, as well as variations on SLOs for the businesses we support—uptime, reliability, and delivery speed

Team Lead - TRTA Application Support   December 2013 – June 2016
Thomson Reuters | Eagan, MN

- Provided day-to-day leadership to 13 Application Support team members, varying from performance management activities to addressing individual and team performance concerns and providing technical support
- Demonstrated supportive leadership after company reorganization by persuading senior management to increase the team headcount numbers and thus successfully re-establishing the old and effective team structure
- Oversaw the successful transition of the team from the Data Center Operations SBU into Tax & Accounting by managing a large staff shift and by effectively realigning the support focus—from very broad and shallow to fewer projects with a deeper understanding and involvement of our support areas
- Interviewed and hired a total number of eight staff members across multiple global locations

Senior Systems Engineer - Application Support   August 2006 – December 2013
Thomson Reuters | Eagan, MN

- Led up to six specialized applications in the way of constructing a working model within ITIL processes and procedures with a focus on release, change, and incident management; application focus varied from legal application billing and legal CRM to news generating and education
- Provided developers with technical guidance on the architecting, troubleshooting, and performance tuning of their Production and Quality Assurance environments
- Assessed interviews by evaluating prospective new hires in regard to their technical ability and team compatibility
- Cooperated with all business units and facilitated the relations between the business and various support teams

Systems Engineer – AMS Hosting   August 2005 – July 2006
Thomson Reuters | Eagan, MN

- Coordinated the ITIL process improvements for many businesses by providing both initial and hands-on training and thus enabling the alignment between support services and any current/future business needs
- Coordinated the implementation of application monitoring, created support documentation, and provided training on new products and procedures for developers and peers
- Oversaw 24x7x365 support of strategic web-based applications using IIS, Tomcat, WebSphere, and iPlanet; applications ran on multiple versions of Windows and UNIX/Linux platforms involving 75+ hosted applications, extending over 1,000 in house servers, and reaching up to 100,000 customers

EDUCATION

Master of Business Administration, Information Technology
University of Minnesota, Carlson School of Management | Minneapolis, MN

Bachelor of Science in Computer Engineering
University of Minnesota, Institute of Technology | Minneapolis, MN