**Daniel Peters**

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Professional Experience

**Compufit – Chief Technology Officer 12/16-8/21**

Managed, at an executive level, most aspects of Compufit’s operations, including Engineering, Centralized Services, The Help Desk, Billing and Finance, and Strategic Account Management. Major accomplishments included:

**Help Desk**

* Converted the Compufit help desk to be a metric-driven help desk.
* Managed the help desk growth from a few individuals to over a dozen people with diverse skill sets.
* Streamlined operations to cope with performance at peak volume.
* Raise visibility of client C-Level and white glove users at the help desk.

**Centralized Services**

* Increased the number of Centralized Services offerings from about 3 to over 12.
* Selected vendors and negotiated contracts. Established pricing billing and service rationales for each offering.
* Greatly increased the offerings penetration in the client base.
* Streamlined operations to be able to better and more predictably implement offerings at clients.

**Billing and Finance**

* Implemented and managed effective invoicing processes.
* Worked with the accounting team to create and refine all financial reporting efficiencies.
* Reported per-client financial performance on a quarterly basis and implemented measures to address the outliers.

**Strategic Account Management**

* Worked closely with the account managers and the client C-Levels of key accounts to ensure that a clear technology vision was enunciated and tangible milestones were set and reported on.
* Ensured that the technology vision was appropriate for the client and meets the standards that match Compufit brand ambitions.
* Met quarterly and communicated regularly with the C-Levels from each of 12 Enterprise clients.

**Compufit - Director of Technology Services 4/12-12/16**

Managed a team of 5 to 10 engineers to support all IT infrastructure and service needs for the clients of a managed service provider (MSP) during the transition of break/fix clock hours agreements to full managed services. Served as the final point of escalation and the top engineer for Compufit. Major accomplishments included:

**Managed Services**

* Developed alerting thresholds and service protocols for the managed services offering (Connectwise Automate/Labtech.)
* Developed escalation protocols for all clients to deal with all conceivable IT related matters.
* Automated patching protocols for MS Windows and third-party applications.
* Developed Expert-level Connectwise manage skills and conversant-level Connectwise Automate skills to support Compufit clients and the Compufit offering.

**Tech Stack**

* Recommended and managed the implementation of major tech stack changes.
* Converted all Compufit clients from on-prem Microsoft Exchange to MS Office 365.
* Converted most Compufit clients from on-prem file and application servers to Amazon Web services EC2 instances.
* Converted Compufit clients from legacy backup solutions to Datto (or Veeam CPM for AWS).
* Converted Compufit clients from a variety of wireless solutions to Ruckus Wi-Fi.

**Project Management and Execution**

* Determined the appropriate technical solution for each client project need.
* Determined server specs and estimated costs for subscriptions for each project.
* Estimated labor hours and arrived at the final proposed cost for each project.

**Additionally:**

* Managed the career development and high-level scheduling decisions for the engineering team.
* Developed key account relationships and ensured the smooth execution of key account projects and operational efforts.

**Van Eck Global – Chief Technology Officer 3/08-1/12**

Managed all IT Infrastructure projects, budgets, initiatives and staff for a financial services firm specializing in mutual funds and ETFs. Led the firm’s IT efforts during a period of rapid growth. Competencies included both the project management and engineering of the solutions that were implemented and managing a dedicated team of engineers tasked with actual implementation. Major accomplishments included:

* Managed all operational aspects of IT Infrastructure including oversight of the internal help desk staff.
* Provided engineering expertise and strategic direction to executive staff to support IT initiatives in alignment with the business objectives of the firm.
* Negotiated and implemented agreements with vendors to arrange for purchasing of all hardware and all software including appropriate maintenance, warranties, and service agreements.
* Engineered and managed IT Security for the firm.
* Managed Disaster Recovery and BCP for the firm. Managed the relationship and negotiations with the hot site vendor.
* Architected and managed implementation of full redundancy on all systems including all server applications and all networking and electrical power systems.
* Managed the implementation of monitoring systems for all applications and all hardware platforms to provide notification of system problems.
* Implemented a multi-host virtual environment using VMWare ESX Enterprise Plus.
* Implemented a SAN-based server environment with Dell Equallogic
* Managed all facilities issues related to IT including a 2500 square foot data center

**ACMBS Consulting – Payment Card Industry DSS specialist 9/07-3/08**

Worked as a key engineer on a large project to launch a retail chain of stores for a major cosmetics manufacturer based in the US. The project was ended prematurely when the client opted to move all business operations to Europe. This was a much larger business decision that in no way considered the quality or efficacy of this project.

Implemented design specs for systems to meet PCI DSS compliance such as log aggregation systems and account policies. Re-architected existing systems to meet the compliance needs of PCI DSS

**Kaye Scholer LLP – Senior Project Manager 11/98 – 9/07**

Kaye Scholer was a large law firm with over 1000 users in nine offices. The bulk of the users or in the New York headquarters. Kaye Scholer was purchased by a different firm in 2017 and no longer exists as a firm operating under that name.

Lead Manager and architect for the management and security of:

* Microsoft Windows Active Directory Network.
* File and share level security firmwide.
* VPN Clients and Cisco firewall management
* All networking initiatives overall, including high speed internet and internal ethernet switching
* Overall security of the operating environment as related to viruses, malware, and hackers.
* Disaster Recovery efforts – including testing.

**New Technology Partners 3/97 – 11/98**

The consulting branch of a company that provided shrink-wrapped software, consulting, and official instructor-led training.

1997 - Senior Systems Engineer

Provided Microsoft Windows NT and Microsoft Exchange consulting services to a broad array of companies, some as large as tens of thousands of users and some as small as 50 users.

**United Nations Development Programme 12/92-3/97**

Designed, implemented, and supported a large e-mail system that interconnected the UNDP's 140 offices in 140 different countries in an era when Internet connectivity was not widely available outside of the United States. The email systems also gave all UNDP employees email connectivity to several other United Nations offices and to Internet Mail. Responsibilities required an in-depth knowledge of Microsoft DOS and Windows, Novell Netware, x.25 networks, and modem data communications.

**Enable Software 7/90-11/92**

Worked with a a shrink-wrapped DOS-based e-mail package that ran primarily on Novell-based networks.

 1992 - Technical Support Department Manager

Managed a small support department for all phone-in support as well as for all consulting services.

1990 - 1991 - Technical Support Representative

Fielded support calls from system administrators to support Enable Software's shrink-wrapped e-mail system.

Education and Skills

**Bachelor of Science - Computer Information Systems** - Columbia College, Columbia, Missouri (1990)

**ISC2 Certified Information Systems Security Professional (CISSP) Information Security System Management Professional (ISSMP)** - (ISC2 #390392)

**PMI Project Management Professional (PMP)/ Portfolio Management Professional (PfMP)** (PMI #2258042)

**The Open Group TOGAF 9 Certifited (**Open Group #678789**)**

**Amazon Web Services Certified Solutions Architect – Professional Level**

**Connectwise Manage Expert (administration, Implementation and design)**

**Traction EOS expert – 4 years**

**Trumethods Practitioner**