

# RESUME

of

# PETER FISHER

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## Overview

Personable and enthusiastic leader with 10 years experience in deploying and maintaining high availability and scalable technologies both in USA and internationally. Self-motivated problem solver that is dedicated to improving technologies in the work place.

## Skills and Abilities

### Leadership Skills

- People development: coaching, mentoring, underperformance management and performance conversations
- Bringing new ideas and processes through change management
- Proven record of dealing with complex stakeholders both internal and external
- Strong communication and public speaking skills
- Succession planning, building the next generation of leaders
- Strategic planning for internal groups within an organisation
- Experience creating suitable organisation structure in fast pace agile environments

### Technical Skills

- Programming: Python, C, Shell Scripting (ZSH), and SQL
- CentOS, FreeBSD, and Mac OS X Server Administration
- Proficient in the following services: Django, ZooKeeper, MySQL, Apache, Tomcat, MySQL, OpenVPN(-AS), IPSec, OpenLDAP, Active Directory, and Casper Suite
- Experience developing and maintaining large service discovery system built on top of Apache ZooKeeper
- Extensive knowledge in designing, managing, and troubleshooting VoIP based infrastructure. Also knowledgeable with Polycom, ShoreTel, and Cisco handsets
- Understanding of network TCP/IP stack

### Other Skills

- Experience working in multinational companies in both USA, Europe, and Asia
- Creating and maintaining interview pipelines to hire Site Reliability Engineers and product owners.
- Elected member of [booking.com](http://booking.com) B.V. Dutch Works Council
- Eight years experience working in fast pace startup environments
- Able to quickly deconstruct software to pinpoint issues
- Experience working across multiple departments to reach business objectives
- Empathetic and patient when working with others from all nationalities and backgrounds

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## Job Experience

### **Manager of Infrastructure, Booking BV** Amsterdam, The Netherlands 2017-present

Manage an organisation which is responsible for the internal development workflow & ecosystem, along with a myriad of production infrastructure services. The organisation consists of about 34 engineers and products owners spread across multiple agile teams.

#### Scope of Role within own organisation:

- Determine organisation purpose, vision, objectives, and annual strategy while working with department stakeholders
- Performing change management to deal with top down and bottom up changes
- Constant planning with the teams in the org in order to ensure they are moving towards our objectives and vision. This includes both technical and non-technical conversations
- Identifying talent within the organisation in order to mentor and/or coach both engineers and people managers
- Conduct difficult conversations involving mediation between engineers and underperformance
- Resource management which consists of: pivoting existing teams, disbanding teams, and making allocation requests for new teams
- Compensation manager for all within own organisation

#### Scope of Role outside of own organisation:

- Contributing to growing leaders within [booking.com](https://www.booking.com) by creating leadership trainings and work one on one with new leaders
- Help set the department objectives and strategy
- Elected member of the Dutch works council (Ondernemingsraad, OR) for [booking.com](https://www.booking.com). In this capacity I represent the employees and work closely with the different business units, legal team, and HR on staff matters
- Hiring manager for both the Site Reliability Engineer and Infra Product Owner. This means meeting quarterly hiring targets while ensuring we hire the best people in the industry. Leading over 30 interviewers and a team of recruiters

### **Team Leader & Developer, Booking BV** Amsterdam, The Netherlands Nov 2013-present

Working across IT Production and global infrastructure to automate the provisioning and deployment of servers. Developing reporting interfaces for system administrators and procurement staff. More recently been working on Service Discovery.

#### Scope of Role (past and present):

- Setup and maintain all the team process such as standup, regular one on ones, retrospectives, Sprint planning, and quarterly performance reviews.
- Large contributor to our internal service discovery system built in Python and on top of Apache ZooKeeper

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- Developed our internal hardware discovery system (for detecting newly delivered hardware). Worked closely with the network and data center teams
- Provide visibility on infrastructure supply & demand to the business and data center operation teams
- Automation of the procurement process to allow for quick procurement of hardware components for data centers
- Manage 23 million Euro (per annum) budget

Working with the following technologies:

- Python
- Django
- NetApp Filers via Data ONTAP
- HP Proliant BL/DL class servers; extensive usage of HP iLO

## **IT System Engineer, Twitter Inc** San Francisco, CA Nov Oct 2011-Nov 2013

Work with stakeholders to design and deploy new IT services. Responsible for most projects in developing applications for integration of different systems and automating tasks for our team. Lead architect for the world wide phone system. Reverse engineer legacy systems in order to re-create them in a way that will scale and provide redundancy. Document systems for knowledge transfer between team members.

Scope of Role:

- Work with stakeholders to evaluate & deploy new services
- Automation of tasks and reporting
- Redesign legacy system so they are documented, scale, and reliable
- Create Puppet modules for services to provide quick deployment & consistency across the fleet
- Maintain backups
- Participated in the on call rotation

Largely worked on the following services

- LDAP (OpenLDAP, Active Directory, and Open Directory)
- JAMF Suite
- ShoreTel (Handsets: Cisco, Polycom, and ShoreTel)
- CrashPlan (Internal backup system)
- Internal Applications for employees

## **IT System Engineer, Talend Inc** Irvine, CA Feb 2009-2011

Sole System Administrator in the US with counterparts in France and Germany. Maintained and built all IT infrastructure for the US and Japan. Performed multiple office build outs in the US and worked with a small help desk team to support them. Was the main integrator of systems internally and extensively used Talend data integration tools to integrate data from different systems.

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## Scope of Role:

- Monitoring and maintenance of IT infrastructure which requires good problem solving skills and understanding of different technologies
- Management of IT projects, including evaluation, selection, deployment of new technology and coordination of vendors and contractors
- Provided technical advice to desktop support personnel and participate in the world wide evaluation of technology
- Troubleshoot and solve escalation tickets from the help desk

## Worked on the following services:

- Asterisk PBX
- Windows Server 2003 environment
- Talend Administration Center
- Crashplan
- OpenVPN(AS)
- Watchguard and Cisco network equipment

## **Co-Founder of RSCangel** (community project) Irvine, CA July 2008 - Apr 2009

Created and managed an online game and gaming community with 50,000 registered users. Key points of position:

- Managing game infrastructure which included the following technologies: Java based game server, MySQL backend, data files, and large volume of game database backups
- Managing and driving the development of new game features and bug fixes with community developers
- Assisting in managing community forum and other aspects of the community

## **Frontend Developer, Hill Publisher** Huntington Beach, CA 2004-2006

Developing and maintaining of company website in HTML, PHP, and MySQL. Also supported all internal technology.

- Working with sole proprietor to understand website idea, direction, and design
- Develop website in HTML, CSS, PHP, and interaction with MySQL
- Maintaining the website, service upgrades, backup management, and bug fixes

## **Education**

Art of Leadership (TSM Business School) Feb-May 2018

Asterisk Advanced Training (5 days, Training Company: Digium) July 2011

VMware vSphere: Install, Configure, Manage [4.0] (5 days, Training Company: HP) July 2011

WatchGuard Training (3 days, Training Company: Red Rider) Sept 2011

High school diploma - July 2007

**PETER  
FISHER**

**Referrals**

Upon request. Please see my LinkedIn profile which can be found on the left side of my resume.