

PETER KETCHAM

EXPERIENCE

Manager, Integrated Production Support - Thomson Reuters 2016 - 2021

Led a high performing team of engineers responsible for global 24x7 operations powering over \$1B in revenue.

- Served as the primary escalation point for customers and partners.
- Responsible for tracking and execution of all team projects and tasks.
- Built strong and trusted relationships between teams. Bridged gaps in knowledge, experience, and cultures to drive success.

Manager, Site Reliability Engineering - Thomson Reuters 2017 - 2019

Led a team of SREs responsible for support of 70 applications spanning multiple AWS regions and company-owned datacenters.

- Worked closely with managers across the business to coordinate work, standardize release procedures, and adhere to ITIL best practices and guidelines.
- Analyzed performance metrics. Delivered regular reports to senior leadership.

Team Lead, TRTA Application Support - Thomson Reuters 2013 - 2016

Provided day-to-day leadership to the Application Support team, including the coordination of staffing and support levels.

- Oversaw the transition of the team from the Data Center Operations SBU into Tax & Accounting.
- Established team goals, completed regular performance reviews, and addressed performance concerns.
- Interviewed and hired staff in multiple global locations.

Sr. Systems Engineer, AMS Hosting - Thomson Reuters 2006 - 2013

- Drove improvements through the ITIL process to align support services with the current and future needs of the business and customers.
- Coordinated the implementation of application monitoring, created support documentation, and provided training on new products and procedures for developers and peers.
- Provided 24x7x365 support of strategic web-based applications using IIS, Tomcat, WebSphere, and iPlanet running on multiple versions of Windows and UNIX/Linux platforms involving over 75 hosted applications extending over 1000 in house servers and 100,000 customers.

PERSONAL

612-599-3624

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Minneapolis, MN

He/Him

CAPABILITIES

Global Operations

Eagan, MN

Sunnyvale, CA

Bengaluru, India

Buenos Aires, Argentina

Baar, Switzerland

Brussels, Belgium

Longon, England

São Paulo, Brazil

High-Availability Applications

Performance Tuning

Site reliability architecture

Incident management

Procedures and runbooks

EDUCATION

**University of Minnesota,
Carlson School of Management**
MBA, Technology focus

**University of Minnesota
Institute of Technology**
Bachelors of Science,
Computer Engineering

REFERENCES

Available upon request

VOLUNTEER WORK

Staff-Parish Relations Comm.
Board of Trustees
Minnehaha UMC