

Robert F. Peters

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SUMMARY

Experienced analyst and process engineer with over sixteen years of professional technical experience focusing on quality control and assurances. A dynamic leader with exceptional problem-solving skills and the ability to effectively communicate to all levels of the organization. Incorporates a hands-on approach using the partners-in-accountability method to all projects with a customer service focus.

TECHNICAL SKILLS

Hardware

PC Architecture and Configuration, System Administration, Active Directory, MS IIS, MX, Network Architecture and Configuration, VPN, sFTP and IP Camera Security.

Networking

Connect, configure, and secure any modem/router/switch/firewall, such as CISCO, NET GEAR, and BARRACUDA combinations for LAN/WAN/SAN protocols. Network Administration, TCP/IP, Web Hosting and Administration Web Design, Programming, Database Design, Server Configuration and Administration.

Software

Sales Force Admin, MS Office such as Word, Excel, PowerPoint, Access. Adobe Writer, Photoshop, Flash, Dream Weaver, MS Front Page, PCAnywhere, IEXFTP, Smart FTP, FileZilla C/S, SQL Server MGMT Studio, Heat, IEX, CMS Supervisor, Crystal Reports, NICE QA Performance, IP Sec Camera software.

Languages

HTML, CSS, XML, Batch or CLI Scripting, Browser Scripting such as JavaScript and VBScript, Access, MySQL, SQL, ASP, ASP.Net, PHP, C++, Machine, and Python.

Security

Experience writing business strategies for DR/BCP adhering to the legal and regulatory compliance obligations ensuring unique user login accountability and then compliance testing against PCI, HIPPA, NIST, FISMA regulations. Leading edge security analysis, firewall configuration and administration with SonicWall by Barracuda, ESoft appliance, Meraki by Cisco, considering modern endpoint security using Sophos with LogMeIn, intrusion logging analysis, and incident response strategies.

EXPERIENCE

WHONET Software Analyst

2011-2020

Brigham & Women's Hospital

- Document processes and procedures for development operations. Created a lean virtual development environment using a combination of cloud services both (Cpanel) for Linux, and Windows environments (VMWare).
- Wrote the migration SOP for developing legacy Desktop Application (Visual Basic), into a modern dev environment (VB.Net-Visual Studio) for modern Desktop Application, as well as dev environment for (VB.Net-Visual Studio) Web Application branches.
- Implemented and managed Tortoise SVN to handle branches and code mergers.
- Testing WHONET 5.6, 2019, WEB, BacLink, SaTScan, Antibiotic Profile Utility, Macro Utility, the Automation tool and documenting bug, feedback, customer interactions and/or requests.
- Coordinate communications and logistics between the WHONET team and collaborating hospitals.
- Provides technical support for WHONET software installations and use through remote support and on-site visits to oversee test and production implementation
- Create and update detailed project plans and dashboards for each implementation, then document for field engineers.

CITEC Manufacturing Consultants

- Maintain an inventory of the business information systems
- Categorize the information and information systems according to risk level
- Maintain a system security plan
- Implement security controls according to (NIST 800-53) in adherence to FIPS 200 Certification
- Conduct risk assessments
- Certification and accreditation
- Conduct continuous monitoring strategies
 - According to ISO 27001 Plan-Do-Check-Act (PDCA) Cycle
 - Responsible for planning and implementing security protocols
 - Responsible for maintaining and improving the security protocols
 - Responsible for regular Executive Level Communication
- Provide business class technical support for Potsdam and Plattsburgh locations, to include Salesforce front and back end support for logic validation of data structure and integrity to include configuration, administration, project implementation, workflows, custom objects, fields, validation rules, customized reports, security, etc. As well as supporting the day-to-day users of Salesforce.

MIS Analyst

2009-2010

McRae & Associates, Tands Bojangles

- Implemented processes and procedures for the upgraded conversion from PHP/MySQL platform to the .NET 4.0 Platform
- Using Dreamweaver MX Studio 2004, HTML/Browser Scripting/XML/Server Scripting/Web Services languages and multimedia tools.
- Designed, developed, and implemented a web application for a fast food restaurant securely allowing customers to browse their menu, make an order, calculate the price, and accept payment.
- Delivered successful conversion results with more secure, and easy to access interface.
- Provided management with access to data tools such as reports, queries, forms, etc. All in one easy to use environment.
- Network administration, system administration, and Tands Inc. A Bojangles Franchise, Fast-food camera security, back office administration, POS Help Desk Phone Support.
- Upgraded server technologies to SQL Server 2008 and phone services to a 3G network.

Merchant Services – Terminal Support

2005-2009

Fidelity National Information Services

- Provided object-oriented design, programming and implementation support to the customer billing system, written in C++.
- Prepared test plans and data, and user documentation for customer billing system.
- Problem-solved hardware issues with fault-tolerant hard drives.
- Promoted to Team Lead after only three months of employment. Assisted with hiring of new employees, provided training for new hires. Wrote all standards for new hire training in the Terminal Support Department.
- Provided Tier II Support for merchants and institutions attempting to download, troubleshoot hardware and software error messages, terminal and function/feature training.

- Created new and strengthened existing operating procedures for quality and accuracy standards. Wrote procedures for receiving a help desk phone call, troubleshooting error messages, programming terminals, and other departmental procedures.
- Re-developed the online technical documentation, working closely with VP, manager, supervisor, and others to create a more efficient manual for the Terminal Support Representative. Assisted with the data structure and website development for fast, efficient data sorting, and searches.
- Weekly budget updates to leadership team, translating budget requirements and making real-time adjustments based off evolving business goals.
- Awarded 2008 Customer Service Excellence Award

EDUCATION

SUNY Potsdam

2005

Potsdam, New York

Computer Science – Major, Information Systems – Minor

Hofstra University

Hempstead, New York

Investment banking (30 credit hours)

Salisbury School

New Canaan, Connecticut

Math & Science Discipline