

# Peter Crozier

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*I am a solutions driven professional with a proven ability to successfully handle multiple mission critical tasks, work across corporate divisions, plan for future needs and events, and develop and successfully implement complex projects.  
Real world experience in rapidly acquiring skills and knowledge.*

## EXPERIENCE

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### GRADUATE STUDENT

**Seattle, WA**

University of Washington

*September 2024 - Present*

- Enrolled as a Master's degree student at the Jackson School of International Studies at the University of Washington researching the effect of climate change on urban unrest in Southern Africa

### IT MANAGER

**Bellevue, WA**

American Capital Group

*November 1995 - February 2022*

- Managed a complex heterogeneous Windows/SUSE Linux system spanning 25 remote offices on two continents and 5 states on a 24/7/365 basis with 99.99% uptime and zero data breaches on a very lean budget. System included on premise Exchange, Skype for Business, Symantec Backup Exec, SUSE Linux and eDirectory, Windows Server 2019, VMware and Hyper-V, multiple remote desktop servers, Timberline accounting server, BIM server, and managed cloud storage systems and MDM solution.
- Responsible for all aspects of cyber security including endpoints, servers and desktops by configuring routers and switches, patching, network and log monitoring, and end user training.
- Worked closely with division heads, company executives, and owners to assess and implement IT needs and system requirements.
- Developed computer information resources, providing for data security and control, strategic computing and disaster recovery.
- Planned and successfully implemented several large complex mission critical IT projects.

### LEAD PROGRAMMER

**Cambridge, MA**

Harvard University – School of Public Health

*March 1991 - September 1995*

- Designed, wrote, implemented and maintained the first computer registration system for student access at Harvard University.
- Designed and maintained the software applications used by the admissions office and the Office of the Registrar.
- Consulted with the registrar, the dean of admissions, and the dean of the school, as well as technical personnel to clarify program intent, identify problems and suggest changes.
- Performed and directed revision, repair and expansion of existing programs to increase operating efficiency and adapted to new requirements.
- Compiled and wrote documentation of program development and subsequent revisions, inserting comments in coded instructions so others can understand program.
- Consulted with and assisted computer operators and system analysts to define and resolve problems in running computer programs.

- Conducted trial runs of programs and software applications to verify production of desired information and accuracy of instructions.

## **BACKPACKER**

World Traveler

*January 1987 - February 1991*

Spent four years as a backpacker traveling through six continents by bus, train, boat, truck and motorcycle during which I worked temporary jobs in Norway, Australia and New Zealand to fund further travel, wrote a Danish phrasebook for Lonely Planet, and did phone sales for a national newspaper.

## **ASSISTANT GUEST SERVICE MANAGER**

**Oslo, NORWAY**

Westin Hotels / Scandinavian Airline System

*October 1978 - December 1986*

- Developed and implemented policies and procedures for operation of department and establishment.
- Coordinated front-office activities at the hotel, and resolved problems.
- Observed and monitored staff performance to promote efficient operations and adhere to facility's policies and procedures.
- Trained staff members, assigned duties and schedules shifts.
- Conferred and cooperated with other managers to ensure coordination of hotel activities.

## **EDUCATION**

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### **CERTIFICATION IN INFORMATION SYSTEMS SECURITY**

*Dec 2010*

University Of Washington, **Seattle, WA**

### **MASTER OF ARTS (M.A.) IN POLITICAL SCIENCE**

*Jul 1995*

Harvard University, **Cambridge, MA**

### **BACHELOR OF SCIENCE (B.S.) IN COMPUTER SCIENCE**

*Dec 1986*

University Of Oslo, **Oslo, NORWAY**

## **LANGUAGES**

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- **English** (US Citizen)
- **Norwegian** (native speaker)

## **VOLUNTEERING**

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### **ASSISTANT CREW LEADER**

*April 2022 - Present*

Washington Trails Association

### **CROSS COUNTRY SKI INSTRUCTOR**

*Dec 2022 - Present*

Outdoors for All