

# Peter Alcock

New York, NY

✉ me@peteralcock.com   🔗 LinkedIn   📄 GitHub   🌐 Website

Seasoned technology leader with 15+ years of experience delivering enterprise-scale AI, analytics, and cloud infrastructure solutions across startups and Fortune 100s. Proven track record of launching SaaS products, modernizing data platforms, and scaling high-impact engineering and product teams (up to 50+ staff). Adept at bridging the gap between business goals and technical execution, driving operational excellence, innovation, and measurable ROI. Trusted advisor to C-level executives, defining AI strategy, OKRs, and cross-departmental transformation roadmaps.

## Highlights

Led global AI and cloud transformations delivering up to 30% cost savings

Directed cross-functional product and engineering teams (up to 50+) to deliver enterprise SaaS platforms in regulated environments (Public Safety, Finance)

Spearheaded AI/ML initiatives using Generative AI (AWS Bedrock, LLMs), NLP, and custom model development to automate business operations, reducing manual tasks by up to 70%

Built resilient DevOps and infrastructure ecosystems achieving near zero-downtime deployments and SOC2 compliance for mission-critical applications

Architected and migrated legacy systems to scalable, global cloud infrastructures (AWS) handling massive traffic volumes (e.g., 5% of U.S. internet traffic for HBO)

Launched innovative products including AI-driven chatbots, automated threat monitoring platforms, anti-deepfake KYC solutions, and OCR-enhanced e-commerce systems

## Skills & Expertise

### AI & Data Strategy

Generative AI (AWS Bedrock, LLMs)   Machine Learning (ML Ops)   Natural Language Processing (NLP)   Predictive Analytics

Data Enrichment Pipelines   Vector Databases   RAG Systems   AI Governance & Safety

### Product Leadership

SaaS Strategy & GTM Planning   Full SDLC Execution   Agile Methodologies   Product Roadmapping   Rapid Prototyping

UX/UI Design Principles   Stakeholder Management

### Cloud & Infrastructure

AWS (EC2, S3, EFS, RDS, Bedrock)   GCP   Docker   Kubernetes   Terraform   Ansible   CI/CD Pipelines

Global Load Balancing   CDN Strategy

### DevOps & SRE

Infrastructure as Code (IaC)   Zero-Downtime Deployments   Incident Response   Performance Monitoring & Tuning

High Availability Architectures   Disaster Recovery

### Software Engineering

Python (Django, Flask)   Ruby (Rails, Sinatra)   JavaScript (Node.js, React)   Go   Java (Spring)   PHP   SQL

NoSQL (MongoDB, Redis, Cassandra)   API Design & Integration

### Security & Compliance

SOC2   IAM (AD/LDAP/SAML/SSO)   Threat Detection & Monitoring   Vulnerability Management   Penetration Testing Concepts

Data Privacy   WISP   Regulatory Governance

### Team & Org Leadership

Hiring & Mentoring   Cross-Functional Team Scaling (50+ FTEs)   Global Team Collaboration   Technical Leadership

Executive Communication & Presentation

## Professional Experience

### Principal Consultant / Fractional CTO — Eclectic Labs

May 2018 – Present

New York, NY

AI Integration   Cloud Modernization   Product Development   Strategic Consulting

Provides strategic technology consulting, product development, and fractional leadership to diverse clients, focusing on AI integration, cloud modernization, and scalable solutions.

#### AI & Automation

- Designed and delivered AI/ML solutions for e-commerce, CRM, and ERP platforms using AWS Bedrock, reducing manual operations by up to 70% (e.g., automated ZenDesk support for Deed, reducing response times significantly).
- Developed automated threat monitoring platforms (@ZEPSEC) leveraging AI-based vulnerability assessments and analysis.
- Researched and implemented anti-deepfake video KYC solutions (@GO2bank), enhancing security and compliance.
- Integrated scalable data enrichment pipelines for a global NPO registry (@Deed), improving data accuracy.

#### Product & Platform Development

- Led full product lifecycle for clients—from concept to production deployment—across regulated industries.
- Launched a new eCommerce platform (@VisionaryOptics) with OCR-based prescription parsing, tripling sales in six months.
- Developed a complete gig-economy platform ("Task Force") with mobile apps (Ionic), SMS gateways, and chatbot APIs for urban logistics, achieving 30% faster deliveries via optimized routing.
- Developed Ruby on Rails services integrating ad-tech platforms (@TeamSnap) to increase revenue and audience reach.

#### Cloud & Infrastructure Modernization

- Drove cloud modernization projects, cutting on-prem costs by ~30% and scaling systems 10x through automation, microservices, and container orchestration.
- Migrated Heroku-based infrastructures to AWS (@TokenTax) to improve scalability, resilience, and reduce costs.
- Built CI/CD pipelines, zero-downtime deployments, and SOC2-compliant architectures for critical applications.

#### Leadership & Strategy

- Led cross-functional teams (up to 25+) and provided mentorship/best practice guidance to global engineering teams.
- Collaborated directly with C-level stakeholders to define AI product vision and align engineering roadmaps with business KPIs.
- Trained sales teams on demonstrating value-added technical solutions.

### Senior DevOps Engineer — Mark43

Aug 2016 – Jul 2018

New York, NY

Public Safety SaaS   Incident Response   AI Prototyping

- Maintained 24/7/365 uptime for mission-critical law enforcement software, meeting strict SLAs during crisis events as top-tier on-call support.
- Developed and integrated SSO middleware (SAML) to unify disparate police, 9-1-1, and evidence management systems, improving real-time data sharing and security.
- Built inter-agency API management systems for 9-1-1 centers, federating evidence management data securely.
- Implemented auto-scaling (AWS) and performance monitoring to support unpredictable surges in usage.
- Established and enforced robust security policies and procedures to achieve and maintain SOC2 compliance.
- Piloted facial recognition tools and prototyped applications for identifying persons of interest in regulated environments.

### Senior Infrastructure Engineer — HBO

Nov 2014 – Apr 2016

Greater NYC Area

Streaming Infrastructure   CDN & Orchestration   High-Traffic Scalability

- Key contributor in re-architecting legacy systems into a global CDN (AWS) handling massive traffic spikes (e.g., 5% of U.S. internet traffic during Game of Thrones premieres).
- Decomposed monolithic Java applications into scalable, resilient AWS-based microservices.
- Designed and implemented global load-balancing strategies (GSLB) and robust CI/CD pipelines.
- Built real-time analytics and centralized logging systems (Splunk, ELK) across multi-terabyte event stores.
- Spearheaded implementation of global server orchestration (RunDeck) for enhanced deployment speed and stability.
- Developed internal certificate automation tools interfacing with legacy APIs (Comodo) for Time Warner's global assets.
- Led cross-department incident response teams, resolving critical issues during major live broadcasts.

### Senior Software Engineer — Turner Broadcasting (Time Warner)

May 2014 – Nov 2014

Atlanta, GA

AdTech   Data Visualization   Inventory Optimization

- Developed real-time dashboards (Python/Flask, D3.js) providing executive-level visibility into ad performance across all Time Warner networks (CNN, AdultSwim, ESPN).
- Integrated ad intelligence engines into advanced analytics platforms, improving targeting and campaign ROI.
- Migrated advertising platforms from Google DE to DoubleClick for Publishers (DFP), enabling advanced targeting capabilities for the Turner 2020 initiative.
- Built automated web crawlers and analytics tools to audit, analyze, and optimize digital ad inventory and property embeddings.

### Engineering Manager — Visikard Inc.

Sep 2011 – May 2014

Atlanta, GA

Startup Leadership   Product Recommendation   NLP

- Led and managed a 30-person product and engineering organization (including offshore teams), delivering mobile apps and integrations with AdTech platforms (OpenX) and AWS.
- Directed teams through UX design, API development, and Agile sprints, ensuring timely releases.
- Introduced NLP models to analyze user messages for influencer identification and personalized recommendations, boosting engagement by 25%.
- Built recommendation engines that increased user search result satisfaction by 20%.
- Customized OpenX ad platform for advanced user targeting and real-time bidding (RTB).
- Migrated infrastructure to AWS to handle traffic spikes and enhance overall system resilience.
- Created internal CMS systems with user engagement tracking dashboards for marketing and content moderation teams.

### IT Manager — Design Associates Inc.

Jul 2010 – Jun 2011

Cambridge, MA

- Managed all IT infrastructure, including servers, VoIP, VPNs, firewalls, network security, and compliance (WISP).
- Administered accounting systems, provided technical support, and ensured smooth office operations.
- Redesigned the corporate website, implemented SEO strategies, and managed digital marketing campaigns.
- Established comprehensive security policies to protect personal information and maintain regulatory compliance.

## Education & Certifications

Graduate Certificate, Business & Entrepreneurship   Boston University   2011

B.S., Media Communications   Suffolk University   2010