

Kenneth E. Harker
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Objective Manager responsible for consulting lines of business. Available immediately.

Specialties

- Web Performance Management
- Web Site Optimization
- Voice Communications Performance
- Technical Quality Assessment

Employment Experience *December 2003 - Present*

Senior Consultant at **Keynote Systems, Inc.**, Austin, TX.
Internet performance expert, advising Fortune 1000 companies in the financial, retail, media, communications, and travel industries, with a focus on developing their web sites and network services into highly-available and high-performing business assets. Established and grew customer relationships with senior management, helping to connect performance to business objectives. Developed and managed performance consulting business focused on wireless network and communications services. Managed contractor resources.

April 2003 – December 2003

Senior Scientist at **Xaffire, Inc.**, Austin, TX.
Led internet host geolocation project used for custom engagements. This project involved system design, algorithmic prototyping, programming, analysis, quality assurance, and customer feedback.

June 2000 – April 2003

Senior Scientist at **Matrix NetSystems, Inc.**, Austin, TX.
Research, rapid prototyping, custom programming, and technical analysis related to network and Internet performance.

May 1999 - May 2000

Programmer at **Zebra Imaging, Inc.**, Austin, TX.
Designed and programmed custom software that was used to create full color, wide angle, dynamic holograms from computer generated imagery and digital video. 3D hard-copy holograms were created with a mechanical printer that used computer graphics to modulate laser light onto exposed film.

Summer 1998

Intern at **Virtual Reality Lab, Naval Research Laboratory**, Washington, D.C.
Researcher in the field of multimodal interface and communications architecture design for the Virtual Reality Responsive Workbench. The research project focused upon improving the interface to a distributed, real-time battlefield visualization system.

Education **University of Texas at Austin**, Austin, TX.
1997 Master of Science in Computer Science. Recipient of an MCD Fellowship for graduate study.

Dartmouth College, Hanover, NH.
1995 Bachelor of Arts. *Cum laude* with Honors in Computer Science. Double major in Computer Science and Asian Studies.

**Other
Interests**

- Federally-licensed Amateur Radio operator, call sign WM5R.
- Active member of the American Radio Relay League.
- Active member of the United States Orienteering Federation.
- Active recreational and transportation cyclist.

References

Peter H. Salus, PhD, Internet Historian and Expert.
peter@netpedant.com +1-512-478-7562

Donald Fussell, PhD, Former Chief Science Officer, Xaffire Inc.
fussell@cs.utexas.edu +1-512-627-7659

John S. Quarterman, Entrepreneur, Dvorak Man of the Year 1996.
jsq@quarterman.com +1-512-658-7169