

MATT AQUINO

Toronto, Ontario

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Experience

Google

October 2022 – Present

Solutions Consultant

Toronto, Ontario

- Attained a 95% customer satisfaction score in 2023 by cultivating strong relationships with assigned customers and positioning myself as a trusted advisor
- Lead a team of 4 Technical Account Managers, overseeing the creation of Workspace onboarding materials and training curriculum reducing the time needed for to onboard new TAMs by 1 week.
- Achieved a 22% reduction in ticket submissions throughout 2023 by review ticket trends and holding workshops and office hours for problematic services
- Led workshops focused on cost optimization, resulting in \$2 million in savings across three customer accounts
- Advise and train customers on Google Clouds Generative AI offerings, resulting in the launch of the first media AI use case to approximately 1 million users

Tanium

March 2021 – October 2022

Associate, Technical Account Manager

Toronto, Ontario

- Served as the primary technical point of contact for financial and government customers. Managing a book of business of \$11 million
- Acted as the key technical liaison for customers, gathering and analyzing their feedback and requirements to inform product development and road-map decisions, resulting in a 20% increase in customer satisfaction.
- Led a program to create a set of reusable templates featuring recommended activities for quarterly customer engagements, account teams adopting these templates saw on average a 13% increase in yearly revenue

The ITM Group

June 2020 – March 2021

Cloud Architect

Toronto, Ontario

- Initiated a cloud-first strategy, leading the successful migration of critical systems and applications to Azure. This effort resulted in enhanced scalability, redundancy, and the achievement of a 99.99% Uptime SLA.
- Designed and implemented cost-effective cloud infrastructure, aligning it with organizational requirements. This transition from on-premises systems led to annual cost savings of approximately \$65,000.
- Developed automation workflows in Powershell and Python, reducing the time required to complete common tasks by up to 50%.

The ITM Group

January 2020 – June 2020

System/Network Administrator

Toronto, Ontario

- Partnered with systems teams to assist with the building, configuring, patching, upgrading and troubleshooting of physical and virtual Windows and Linux servers.
- Managed the system and networking infrastructure of a data center that hosts 300+ servers and hosts services for 20 companies.
- Acted as a level 3 escalation point for complex networking and operating system issues. Resolving 50 tickets per week

Education

Georgian College

August 2018 – May 2021

College Diploma : Computer Systems Technician - Networking

Barrie, Ontario

Certifications

Google Cloud: Associate Cloud Engineer

Google Cloud: Professional Workspace Administrator

Google Cloud: Professional Cloud Architect

Microsoft Azure: Certified Azure Fundamentals

Amazon Web Services: Certified Cloud Practitioner