

# MATT AQUINO

Toronto, Ontario

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## Experience

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### 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 a large media customer through the launch of a Generative AI search tool to 2 million users by providing guidance on architecture best practices, delivering training and overseeing program timelines

### 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

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### Georgian College

August 2018 – May 2021

*College Diploma : Computer Systems Technician - Networking*

*Barrie, Ontario*

## Certifications

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**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