Matt Aquino

Toronto, Ontario

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Experience

Google
October 2022 – Present

Solutions Consultant
Toronto, Ontario

- Drive the successful adoption of Google Cloud, managing implementation efforts, offering technical expertise, and overseeing project timelines, resulting in a 97% rating in an annual customer satisfaction survey.
- Lead a team of 5 Technical Account Managers, overseeing the creation of onboarding materials and training curriculum reducing the time needed for to onboard new TAMs by 1 week.
- Reduced customer escalation rate by 15% over one year by developing standard operating procedures (SOPs) on how customers best engage with our support organization.
- Achieved a 95% customer satisfaction score in 2023 by cultivating strong relationships with assigned customers and positioning myself as a trusted advisor.
- Lead several training sessions with media customers on Google Clouds Generative AI offerings, resulting in the launch of the first media AI use case to approximately 15 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 $25 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 regular actives to be run with customers every quarter, Account teams that used these saw on average 17% increase of 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
Aug. 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