

MATT AQUINO

Toronto, Ontario

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Experience

Google

October 2022 – Present

Solutions Consultant

Toronto, Ontario

- Oversaw several Office 365 to Google Workspace projects consisting of over 100,000 users. Made several recommendations that reduced the mean time to project completion by 2 weeks
- Lead a team of several Workspace subject matter experts, overseeing the creation of Workspace on boarding materials and training curriculum reducing the time needed to onboard new team members by 3 week.
- Achieved a 22% reduction in ticket submissions throughout 2023 by review ticket trends and holding workshops and office hours for problematic services
- Led cost optimization workshops resulting in approximately \$8 million in savings per month, by providing architecture recommendations and cost saving measures
- Guided a large media customer through the launch of a Generative AI search tool to 2 million users by providing guidance on architecture best practices, and advising on project timelines & recommending KPIs
- Analyze customer consumption data to develop targeted training plans that boost new project consumption by approximately 30%

Tanium

March 2021 – October 2022

Associate, Technical Account Manager

Toronto, Ontario

- Managed a book of business of \$11 million primarily consisting of financial and government customers, guiding them on compliance and cyber-security best practices.
- 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 that included recommended activities for quarterly customer engagements, account teams adopting these templates saw on average a 13% increase in yearly revenue
- Built reporting dashboards using Grafana to allow other account teams to track customer spend Month over Month and product consumption
- Provided training to accounts teams on how they can use an Agile framework(Kanban) to better manage customer work - approximately 25 different teams adopted an Agile methodology due to this training

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 and maintained a comprehensive library of Terraform templates, resulting in a 65% reduction in deployment time for testing and QA environments within a cloud-based infrastructure system.

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 by prioritizing tickets by user impact and business needs

Education

Georgian College

August 2018 – May 2021

College Diploma : Computer Systems Technician - Networking

Barrie, Ontario

Certifications

Google Cloud: Associate Cloud Engineer

Google Cloud: Professional Cloud Architect

Google Cloud: Professional Workspace Administrator

Microsoft Azure: Certified Azure Fundamentals

Amazon Web Services: Certified Cloud Practitioner