

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 for new TAMs joining Workspace projects.
- 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 customer discovery and research endeavors, organize executive sessions and collaborate closely with key stakeholders to obtain valuable insights from more than 20 industry leaders.

Tanium

March 2021 – October 2022

Associate, Technical Account Manager

Toronto, Ontario

- Served as the primary technical point of contact for customers, leading strategic planning, testing, troubleshooting, and technical pre-sales activities.
- Acted as the key technical liaison for customers, gathering and analyzing their feedback and requirements to inform product development and roadmap decisions, resulting in a 20% increase in customer satisfaction.
- Led cross-functional collaboration among customers, sales, and engineering teams, balancing the diverse needs of each party to achieve project goals efficiently.

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 building, configuring, patching, upgrading and troubleshooting of physical and virtual Windows servers (rack mounts/blades, and VMs).
- Manage the system and networking infrastructure of a data center that hosts 300+ servers and hosts services for 20 companies.
- Act as a level 3 escalation point for complex networking and operating system issues.

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

Microsoft Azure: Certified Azure Fundamentals

Amazon Web Services: Certified Cloud Practitioner