Dominic Cerchio

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Relationship manager with a front-end development skillset and a passion for empowering others through technology.

Professional Experience

Microsoft, New York, NY (June 2019 – Present)

Technical Account Manager / Customer Success Account Manager – Retail & Consumer Goods

Strategic technical advisor to Microsoft's enterprise support customers, providing orchestration and advice that aligns to the customer's priorities and goals.

- Established new and maintained existing enterprise customer relationships from c-suite to frontline workers.
- Orchestrated and created several support programs that align to customer business objectives, such as on-prem SQL Server to Azure migrations and modernization of legacy home-grown core business applications.
- Closed multi-million dollar support deals and generated several hundreds of thousands in monthly product consumption via pre and post sales motions with an emphasis on customer value and success.
- Managed the successful identification and remediation of customer's high-impact cyber incidents.
- Interviewed, onboarded and coached several new hires to kickstart their journey navigating in the role.
- Created an internal application that helps Customer Success employees connect and learn from each other to bring one consistent message/solution to customers.
- Created a centralized field feedback system to better align customer expectations and internal processes.

UBS Wealth Management Americas, Weehawken, NJ (August 2014 – May 2019)

Scrum Master – Wealth Planning IT (2 years)

Manage multimillion-dollar programs with over associated forty projects as well as three global scrum teams.

- Launched a brand new application that enables financial advisors to learn more about their client's goals and better plan for their future without any production defects or negative business feedback.
- Ran daily scrum call between EMEA, APAC and US based development teams to provide developer updates and solve any blockers such as environment stability issues, codebase refactoring, or missing business requirements.
- Created and maintained a macro-enabled Excel that captures an application's stories and defects then produces several business focused reports such as demand vs capacity, burndown charts, resource matching, etc.
- Maintained project visibility and health to senior management such as schedule, cost, resource and risk items.
- Ran company-wide Hackathon for three years in a row with over a hundred global participants.

Service Product Manager – Private Bank & Advisory IT (1 year)

Analyze, design and coordinate several technical products across Private Bank and Advisory.

- Developed and redesigned a trading application using HTML, CSS, JS, and Struts.
- Successfully decommissioned an end-of-life client-facing trading application by migrating hundreds of external money manager accounts to a new trading application while also providing migration support and training.
- Remediated several highly visible risk and regulatory items with application development teams.
- Redesigned and implemented the internal authentication single sign on screen using HTML, CSS, and JS.
- Managed the development of an innovative VR Hackathon project for financial advisors.

Systems Engineer – Group Technology (2 years)
Configure, develop, test and maintain applications, system management tools, and software distribution servers.

- Configured infrastructure and developed software to create an extensive educational trading application.
- Monitored and deployed end-user software packages via SCCM to all US based branches.
- Developed an automated DOS batch script that generated a daily health report on all of our branches.
- Created an internal website for the graduate program and formed a development team to maintain it.
- Created an extensive division-wide new joiner guide for HR.
- Organized several local volunteer and employee engagement initiatives such as Habitat for Humanity, company tennis tournaments, helping soup kitchens, etc.

Marist College, Poughkeepsie, NY (September 2010 – December 2014)

Telecommunications Technician – Networking IT (4 years)
Provide end-to-end service for all telephones, faxes, cable television, and modems.

- Established voice and data networks by running, pulling, terminating, and splicing cables.
- Installed telecom equipment, routers, switches, cable trays, and alarm and fire-suppression systems.
- Planned network installations by studying customer orders, plans, manuals, and technical specifications.
- Created and maintained a physical and logical campus-wide network maps.
- Developed XML interfaces for various Cisco phone models to take advantage of the Cisco hardware.
- Ensured all technicians provided clear and simple communication to all customers through coaching.
- Maintained a safe/secure work environment on the data center floor by following codes and legal regulations.

Skills

Relationship Management
Leader, mentor, coach, relationship builder, listener, empathizer, expectation setter, authentic, Accessibility in Action certified

Cloud Technologies
MS-900: Microsoft 365 Fundamentals certified, AZ-900: Azure Fundamentals certified, Microsoft Dynamics 365, Microsoft Power Platform, Microsoft Security and Compliance

Project Management
Agile (Scrum), Jira, ALM, Confluence, MS Project, Clarity, SDLC, PMP v6 trained, ITIL v3 certified, SharePoint, Visio

Development
HTML5, CSS3, ES6, Node.js, Firebase, jQuery, Bootstrap v4, Hopscotch.io, UCD, DOS, XML, UNIX

Networking
Cisco Unified Communications Manager, ROLM CBX, Blueprinting, Voice & Network Port Installation, Cable Repair, Technical Troubleshooting, Customer Service

Education

B.S in Information Technology & Systems, Marist College, 2014 (Magna Cum Laude)