Dominic Cerchio

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Front-end developer and project manager with a passion for empowering and teaching others through technology.

Professional Experience

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

Technical Account Manager – Sales

Strategic advisor to Microsoft's Premier Support customers, providing Premier Services aligned to the customer's priorities in order to maximize the business value of their Microsoft investment.

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 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 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.
- Provided regular updates to senior management which included schedule, cost, resource and risk items.
- Created and maintained internal Jira boards and Confluence websites to organize and track multiple teams across multiple projects.
- Developed an informational, internal website with details on each of Wealth Planning's products.
- Ran company-wide Hackathon for three years in a row, hosting over a hundred competitors around the globe.

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

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

- Developed and redesigned one of Advisory's trading applications using HTML, CSS, JS, and Struts.
- Decommissioned one of Advisory's 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.
- Coordinated with teams across Wealth Management in order to identify division wide risks and synergies.
- Remediated several highly visible risk and regulatory items to the organization by working with development teams to identify and solve application issues.
- Redesigned and implemented the internal authentication single sign on screen using HTML, CSS, and JS.
- Managed the development of a VR Hackathon project that provided our financial advisors a unique, goals-based experience for their clients.

Systems Engineer – Group Technology (2 years)

Configure, develop, test and maintain applications, system management tools, and software distribution servers.

- Successfully completed a two-year graduate program which involved dedicated technical and business training.

- Configured infrastructure equipment and software for global counterparts to build an extensive educational trading application.
- Monitor branch distribution servers and deploy software packages to all US based end users through proprietary software.
- Developed an automated DOS batch script to provide the global software distribution team a daily report on the branch server's health which included uptime, link speed, connection type, etc.
- Created an internal website that hosts several new graduate initiatives within the graduate program and formed a development team to maintain it.
- Created an extensive division-wide new joiner guide for navigating through complex processes which was later adopted by HR.
- Mentored and onboarded several interns, graduates and employees.
- 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 campus-wide network map (physical/logical) to increase efficiency of current and future technicians.
- Developed XML interfaces for various Cisco phone models to take advantage of the Cisco hardware.
- Ensured all technicians provided clear, simple, and logical communication to all customers through coaching and leading by example.
- Maintained a safe/secure work environment on the data center floor by following codes and legal regulations.

Skills

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