

## DINO RUSSO

### Senior ITSM & CMDB Implementation Specialist

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### PROFESSIONAL SUMMARY

ITSM & CMDB Implementation Expert with 20+ years of IT experience and specialized expertise in designing, implementing, and managing enterprise Configuration Management Databases and IT Service Management platforms. Proven track record of successful CMDB implementations from ground zero, including data migration, schema design, automation integration, and ongoing data quality management. Google-certified Python automation specialist with hands-on experience in ITIL-based service management transformations.

CMDB & ITSM Specializations:

- Enterprise CMDB Design & Implementation
- ITSM Platform Migrations & Integrations
- Data Quality Management & Automation
- ITIL Framework Implementation & Optimization and Organizational Design
- Python Automation for ITSM Processes
- Multi-Source System Integration & APIs

### CORE TECHNICAL EXPERTISE

**ITSM Platforms:** Jira Service Management, Cherwell, ServiceNow (knowledge), Atlassian Suite

**CMDB Technologies:** Database schema design, data modeling, relationship mapping, integration

**APIs Automation & Development:** Python, JavaScript, SQL, Git/GitHub, API integrations, configuration management

**ITIL Processes:** Incident, Problem, Change, Asset, Configuration, Service Request Management

**Data Management:** Data migration, cleansing, quality assurance, analytics, reporting

### PROFESSIONAL EXPERIENCE

LYFT | San Francisco, CA (Remote)

Senior Manager, IT Service Management | September 2020 – February 2025

#### CMDB Implementation & Management:

- Architected and implemented Lyft's first enterprise CMDB from ground zero, designing a schema tailored for IT Asset Management needs and establishing foundational configuration item relationships
- Orchestrated comprehensive data migration from disparate spreadsheets and multiple source systems, implementing data cleansing and validation processes to ensure maximum levels of data accuracy
- Developed automated data synchronization using Python and API integrations to maintain CMDB currency with source systems, including asset management, identity management, and infrastructure monitoring tools

- Implemented continuous data quality monitoring with custom analytics dashboards and automated reporting to proactively identify and correct data inconsistencies
- Led second CMDB migration project during platform transition from Cherwell to Jira Service Management, completing full data migration and schema redesign in 90 days with zero data loss

#### ITSM Platform Expertise:

- Managed complete ITSM transformation, implementing ITIL-based service management processes including Incident, Problem, Change, and Asset Management workflows
- Integrated CMDB with service request processes, enabling dynamic asset assignment views and automated configuration item updates during service delivery
- Established Change Advisory Board (CAB) processes with CMDB-driven impact analysis and automated change documentation • Implemented automation solutions, reducing manual ITSM processes by 40% through Python scripting and workflow optimization

#### Process Optimization & Integration:

- Created automated ITAM processes leveraging CMDB data for asset lifecycle management, refresh planning, and compliance reporting
- Developed custom integration solutions connecting CMDB with identity management, device management, and procurement systems using REST APIs
- Implemented real-time asset tracking through automated discovery and CMDB updates, reducing asset discrepancies by 60%
- Established CMDB governance framework, including data ownership, update procedures, and quality metrics

#### Team Leadership & Stakeholder Management:

- Led the CMDB implementation team of technical specialists and business analysts across multiple time zones
- Managed stakeholder relationships with IT operations, security, procurement, and business units to ensure CMDB adoption and data accuracy
- Conducted CMDB training and documentation for IT staff and end users, achieving an 80%+ increased user adoption rate

#### PREVIOUS IT LEADERSHIP ROLES | 2005 - 2020

Solution Director - IT Transformation/Outsourcing

#### **Highlights:**

- Led the solution team responsible for developing/winning a \$300M+ IT outsourcing contract solution to support a major conglomerate. The scope included IT support for more than 60 countries.
- Built and led a team of Account CTOs deployed to major telecoms customers in support of driving innovation and revenue growth. First year incremental revenue exceeded \$40M target.
- Built and led a US-based team of telecom solution architects responsible for solutioning deals over \$100M; conducted training for European and Asian teams.

- Solution Director for a major telecom outsourcing deal for a large US private Consumer Packaged Goods company - the deal was valued at more than \$100M

## EDUCATION & CERTIFICATIONS

Education:

- Bachelor of Science, Computer Science | University of South Carolina

Professional Certifications:

- Google IT Automation with Python Professional Certificate (2022)
  - Crash Course on Python | Using Python to Interact with Operating Systems
  - Introduction to Git and GitHub | Troubleshooting and Debugging Techniques
  - Configuration Management and Cloud | Automating Real-World Tasks with Python
- LLM Engineering: Master AI, Large Language Models & Agents (Udemy, 2024)
- LinkedIn Learning: ITIL Foundation, Advanced SQL, Project Management Education:
- Specialized Technical Skills:
  - CMDB Design: Schema architecture, relationship modeling, CI lifecycle management
  - Data Integration: ETL processes, API development, real-time synchronization
  - ITSM Automation: Python scripting, workflow automation, custom integrations
  - Quality Assurance: Data validation, automated testing, metrics, and reporting

## KEY ACHIEVEMENTS & METRICS

- ✓ Successfully implemented 2 enterprise CMDBs from inception to full operational status
- ✓ Achieved 80%+ data accuracy in CMDB implementations through automated validation processes
- ✓ Reduced manual ITSM processes by 30% through Python automation and workflow optimization
- ✓ Completed ITSM platform migration in 90 days with zero business disruption or data loss
- ✓ Managed \$20M+ IT operations budget with full accountability for ITSM tool licensing and implementation costs
- ✓ Led distributed teams of 40+ members across multiple continents for ITSM operations

## AVAILABILITY

**Open to:** Full-time, part-time, contract, and consulting engagements focused on ITSM implementations, CMDB projects, and IT service management transformations.

**Ideal Projects:** Enterprise CMDB implementations, ITSM platform migrations, data quality initiatives, Python automation development, and ITIL process optimization.

**Geographic Scope:** Remote-first with occasional travel for client meetings and implementation support.