

DINO RUSSO

Senior ITSM & CMDB Implementation Specialist

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EXECUTIVE SUMMARY

Senior Technical Consultant with 20+ years of hands-on IT experience, combining deep technical expertise with executive-level strategic thinking. Google-certified Python automation specialist and AI/LLM engineering professional uniquely positioned to deliver innovative solutions at the intersection of traditional IT operations and emerging technologies. Proven ability to assess complex technical challenges, architect scalable solutions, and implement automation that drives measurable business outcomes.

Technical Consulting Specializations:

- IT Systems Architecture & Integration
- M&A Integration
- Python Development & Process Automation
- AI/LLM Integration for IT Operations
- Database Design & Analytics Solutions
- Legacy System Modernization & Migration

TECHNICAL EXPERTISE

Programming & Development:

- **Python:** Advanced automation, API integrations, data analytics, system administration
- **JavaScript:** Web interfaces, automation scripts, system integrations
- **SQL/Database:** PostgreSQL, MySQL, SQLite, data modeling, performance optimization, analytics
- **Git/GitHub:** Version control, collaborative development, CI/CD pipelines
- **AI/LLM:** Large language model integration, agent development, prompt engineering

Systems & Platforms:

- **ITSM/Enterprise:** Jira Service Management, Cherwell, Atlassian Suite
- **Integration:** REST APIs, webhooks, data synchronization, real-time processing
- **Analytics:** Data visualization, business intelligence, performance metrics, reporting

Methodologies & Frameworks:

- **ITIL:** Service management, process optimization, change management
 - **Agile/DevOps:** Project management, continuous integration, iterative development
 - **Data Architecture:** ETL processes, data warehousing, quality assurance
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PROFESSIONAL EXPERIENCE

LYFT | San Francisco, CA (Remote)

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

Technical Solution Architecture:

- **Designed and implemented an enterprise automation platform** using Python and JavaScript to integrate multiple systems, including CMDB, asset management, identity services, and monitoring tools
- **Developed custom API solutions** enabling real-time data synchronization between disparate systems, eliminating manual data entry and reducing errors by 85%
- **Created a comprehensive data analytics framework** using SQL and Python for IT service metrics, performance monitoring, and predictive maintenance capabilities
- **Architected a cloud-native configuration management solution** supporting global infrastructure deployment and automated compliance monitoring

Advanced Automation Development:

- **Built intelligent automation workflows** leveraging Python scripting to optimize IT asset lifecycle management, reducing manual processing time by 60%
- **Implemented machine learning-enhanced data quality monitoring** using statistical analysis and anomaly detection to proactively identify and correct data inconsistencies
- **Developed custom integration solutions** connecting enterprise systems through REST APIs, webhooks, and scheduled data processing pipelines
- **Created self-service automation tools** enabling non-technical staff to execute complex IT processes through intuitive interfaces

System Integration & Migration Leadership:

- **Led complete platform migration project** from Cherwell to Jira Service Management, including custom data transformation scripts, API integrations, and automated testing frameworks
- **Designed and executed data migration strategy** for complex enterprise CMDB implementation, ensuring data integrity across multiple source systems
- **Implemented comprehensive testing and validation framework** using automated scripts to verify system functionality and data accuracy post-migration
- **Established monitoring and alerting systems** providing real-time visibility into system performance and automated incident response

Strategic Technology Consulting:

- **Assessed and recommended technology stack improvements** resulting in 40% improvement in system performance and 30% reduction in operational costs

- **Provided technical due diligence** for vendor evaluations, tool selection, and architecture decisions with budget implications exceeding \$5M annually
- **Designed scalable solutions architecture** supporting global operations across multiple time zones and regulatory environments
- **Mentored technical teams** in advanced Python development, API integration best practices, and modern IT service management approaches

PREVIOUS TECHNICAL LEADERSHIP ROLES | 2005 – 2020

Senior Technical Architect and Consulting Positions

Solution Architecture & Implementation:

- **Led technical architecture design** for large-scale IT transformation projects across Fortune 500 companies
- **Developed custom integration solutions** connecting legacy systems with modern cloud platforms and SaaS applications
- **Implemented enterprise data analytics platforms** providing business intelligence and operational insights to C-level executives
- **Managed complex technical vendor relationships**, including solution design, implementation oversight, and performance optimization

Consulting & Client Engagement:

- **Provided strategic technology consulting** to executive leadership on digital transformation initiatives and IT modernization strategies
- **Created comprehensive technical assessments** identifying optimization opportunities and ROI projections for technology investments
- **Developed and presented technical solutions** to CXO audiences, translating complex technical concepts into business value propositions
- **Established technical governance frameworks** ensuring solution scalability, security, and maintainability across global organizations

EDUCATION & CERTIFICATIONS

Professional Certifications:

- **Google IT Automation with Python Professional Certificate** (2022)
 - Advanced Python programming and system automation
 - Git/GitHub collaborative development and version control
 - Configuration management and cloud automation
 - Troubleshooting and debugging methodologies
- **LLM Engineering: Master AI, Large Language Models & Agents** (Udemy, 2024)
 - Large language model integration and prompt engineering
 - AI agent development and deployment strategies

- Machine learning operations and model optimization
- **LinkedIn Learning:** Advanced SQL, Cloud Architecture, Technical Leadership

Education: Bachelor of Science, Computer Science | University of South Carolina

Continuous Learning & Development:

- **Odin Project:** Full Stack JavaScript in progress.
 - **Open Source Contributions:** Contributor to Python automation and IT operations projects
 - **Technical Publications:** Published articles on software engineering best practices
 - **Industry Speaking:** Presenter at technical conferences and corporate events on IT transformation topics
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CONSULTING APPROACH & METHODOLOGY

Assessment & Discovery:

- Comprehensive technical and business requirements analysis
- Current state architecture review and gap analysis
- Stakeholder interviews and process mapping
- Risk assessment and mitigation strategy development

Solution Design & Architecture:

- Scalable, maintainable solution architecture
- Technology stack evaluation and recommendations
- Integration strategy and data flow design
- Security, compliance, and performance considerations

Implementation & Delivery:

- Comprehensive testing and quality assurance frameworks
- Change management and user adoption strategies
- Documentation, training, and knowledge transfer

Optimization & Support:

- Performance monitoring and continuous improvement
 - Automated maintenance and support procedures
 - Strategic technology roadmap development
 - Long-term partnership and advisory services
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AVAILABILITY & ENGAGEMENT MODELS

Available For:

- Strategic IT consulting and architecture assessment projects

- Technical solution design and implementation leadership
- Python automation and integration development
- AI/LLM integration consulting for IT operations
- Legacy system modernization and cloud migration projects
- Technical due diligence and vendor evaluation services

Engagement Preferences: Part-time consulting, project-based contracts, advisory roles, and strategic technology partnerships.

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