

# Santino Cosentini

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## SKILLS

- Excellent client communication skills; verbally and written
- Proficient with Microsoft Office, industry software and online tools; MS Project, MS Visio, Adobe Photoshop, Basecamp, Jira, Google Drive, OneDrive, Dropbox, etc
- Proficient in .NET VB, C#, SQL, PHP, MySQL, Javascript, HTML, Flash, Actionsript
- Proficient in CMS Systems such as Wordpress, Joomla, Drupal, etc
- Familiar with Linux and Windows Server Environments; IIS, Apache, etc

## EXPERIENCE

### **SC Digital Media Inc., Burlington ON**

**Jan 2007 - Current**

#### **Business Owner/Lead Developer**

- Work with many local businesses to create an impactful online presence
- Sales, Lead Developer, and Customer Service
- Developed in .NET VB, C#, SQL, PHP MySQL, Javascript, HTML, Flash, Actionsript
- Notable Project: B2B Finance Application for major IT Leasing Company

### **SoCast Digital, Toronto ON**

**June 2016 - Dec 2017**

#### **Client Success Specialist**

- Responsible for onboarding new clients and training them on SoCast Digital's Social Platform.
- Training – Training users how to set-up up and get the most value out of the SoCast platform
- Set-up – Configuring our software for clients including integrating related third-party services (DoubleClick, AdSense, etc.) and facilitating set-up of any required customer data feeds
- Strategy – Helping clients make good decisions on how to set-up their social media, web and mobile app platforms based on their business objectives
- Project Management – Managing all onboarding timelines, ensuring milestones are met.
- Arranging for additional internal help where needed

### **Glacier-Digital, Burlington ON**

**Jan 2005 - Apr 2016**

#### **Client Services Manager**

**Aug 2015 - Apr 2016**

- Coordinated between departments including our project management team to maintain fluid business
- Responsible for interacting directly with clients to provide continuous support throughout the project cycle
- Monthly/Quarterly client check-ins/reporting and adjustment of services as required
- Primary point of contact for; all technical client related needs/requests, all off-hour urgent client requests/communications, all 3rd party vendors
- Understand and translate the client's needs to the developers in a way to successfully push the project to completion
- Oversaw all server ports/updates/upgrades from development servers to test, staging, live

environments

- Led training seminars of up to 20 people to learn basic HTML and how to use our Proprietary CMS system
- Regularly reviewed all billable hours and help Accounting Dept. create accurate client invoices
- Responsible for all on-site IT technical issues for clients(Setup full employee workstations, Install printers, general cleanup/maintenance, remote desktop sessions, on-site support, etc)

### **Project Manager**

**Nov 2011 - Aug 2015**

- Managed 5 developers for proprietary CMS system, custom web applications, SEO & Marketing campaigns
- Responsible for working with stakeholders to develop Scope/Technical/Functional Specification documents
- Management of new clients, gain knowledge of client requirements to facilitate monthly support contracts, establish and maintain service level expectations, and ensure proper knowledge transfer from client to development team
- Facilitated Change Requests and adhered to change management policies and procedures for all projects
- Primary point of contact for; all client related requests, all off-hour urgent client communications, all 3rd party vendors
- Oversaw all server ports/updates/upgrades from development servers to test, staging, live environments
- Led training seminars of up to 20 people to learn basic HTML and how to use our Proprietary CMS system
- Regularly reviewed all billable hours and helped Accounting Dept. create accurate client invoices
- Responsible for all on-site IT technical issues for clients(Setup full employee workstations, Install printers, general cleanup/maintenance, remote desktop sessions, on-site support, etc)

### **Web Application Developer**

**June 2009 - Oct 2011**

- Developed in .NET VB, C#, SQL, PHP MySQL, Javascript, HTML, Flash, Actionscript
- Designed, developed and deployed various web based projects for the CN Tower, Halton Healthcare Services, Miracle Gro
- Created Functional and Technical documentation
- Performed cross-browser/OS/UX testing

### **Junior Web Developer**

**Jan 2005 - Oct 2005**

- Started as a 4 month internship and was then hired full time
- Developed in .NET 1.0 VB
- Helped develop and deploy a Healthcare survey for a large Pharmaceutical company

## **EDUCATION**

**E-Commerce Management**  
**Sheridan College**

**2002-2005**