

Brandon Costello

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WORK EXPERIENCE

Tenable Network Security Inc

Customer Success - Intern Fixed Contract

Dublin, Ireland

04/06/2024 – 1/09/2024

- Partnered with enterprise and commercial accounts across EMEA, owning the early stages of the sales process and supporting the digitization of cybersecurity operations through tailored engagement and insight.
- Worked cross-functionally from HQ in Dublin to streamline operational initiatives, strengthen communication flows, and enable more efficient customer onboarding and retention strategies.
- Managed daily workflows in Salesforce CRM, maintaining pipeline visibility and ensuring seamless handoffs between teams.
- Identified and qualified upsell opportunities, contributing to over \$39,000 in recurring revenue by translating customer challenges into actionable solutions.

PMB Construction Ltd

Project Support – Full Time

Dublin, Ireland

09/2021 – 09/2023

- Acted as a frontline communicator between site supervisors and homeowners, making sure their needs were addressed in real time across residential and light commercial builds.
- Managed on-site expectations and service coordination often diffusing conflict and escalating issues to ensure client satisfaction.
- Always supported the general implementation of health, safety and quality control protocols by engaging with clients and making them aware during walkthroughs and followups.
- Shadowed construction managers and gained hands-on experience liaising with suppliers and external stakeholders critical to the business these skills helped me prepare to operate effectively in a VAR SaaS environment.

Self Employed – Independent

Sole Trader, Fixed Term Project – Key Highlights

Maitland, Australia

06/2018 – 04/2019

- Delivered hands-on support across multiple construction projects, including the AUD \$250,000 restoration of the Bishop's House in Maitland and other Catholic Diocese properties.
- Acted as the key point of contact between site crews, suppliers, and clients resolving on-site issues in real time and ensuring high standards of delivery.

EDUCATION

Trinity College Dublin

- Postgraduate Diploma in Applied Economics
- Second Class Honours Grade 1

Dublin, Ireland

Completed: 01/04/2025

University College Dublin

- Bachelor's Degree in Business Studies
- Second Class Honours Grade 1

Dublin, Ireland

Completed: 03/09/2024

SKILLS/CERTIFICATIONS

Skills: Microsoft Office(Excel/PowerPoint) | Salesforce | R | Python | CRM | Tableau | Power BI | STATA

Certifications:

✅ All Z-Visa Documents Completed

- 🩺 **Full Medical Health Check** — Completed and approved
- 📖 **120-Hour TEFL Certificate** — Certified & Apostilled
- 🎓 **Bachelor's Degree** — Apostilled for official recognition
- 🕵️ **National Background Check (Garda)** — Cleared & Apostilled

Let's Connect!



Brandon Costello



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