

# BRANDON D'ABREO

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## PROFILE

I am a tech enthusiast with a versatile skill set in technology and Business Analytics. This eclectic mix of technical familiarity and business sense encourages me to adapt and upskill by referring to ever-changing market trends.

## PROFESSIONAL EXPERIENCE

### Associate Category Manager: Packt Publishing

Mar 2019 - Present

Technology Insight and Customer Focus:

- Developed a deep understanding of core IT technologies and trends within multiple professional e-learning markets
- Built and demonstrated an intimate knowledge of the key drivers, motivations, and 'moments of need' for a diverse range of IT professionals within multiple IT categories
- Disseminated Category Insight across the business to improve the relevance of the title pipeline
- Oversaw the signing of high-value authors to key titles ensuring the highest levels of care are given to primary strategic opportunities

### Founder: Espada Online

Jun 2018 - Present

A budding website and email hosting solution for small to medium businesses. We make, promote and host websites. Currently focusing on tailor-made deployment and hosting solutions for a diverse client base.

### Web Solution Specialist: Endurance International Group

Mar 2017 - Jun 2018

**Server Management:-** Troubleshooting, Database and Site Data Migration, Server Abuse Handling, Software Configuration, Cloud server deployment and scaling • **Server Monitoring:-** Thruk, Zabbix & Kibana (API) • **Server Security:-** Sitelock, Codeguard, SSL - Let'sEncrypt, Comodo • **Client Gui Installation, configuration and Support:-** cPanel / WHM, Parallels Plesk Panel, WHMCS, FTP. • **Third party product support:-** Impress.ly, Jiggy, Weebly • **Domain Management:-** Registration, Renewal, Redemption, and Transfer of various nTLDs, gTLDs and ccTLDs using RESTful API. • **Email Service Management:** GSuite, OX App Suite, Horde, RoundCube, MailEnable, SquirrelMail. • **CMS:** Installation & Setup for WordPress, Joomla, Magento, Drupal.

**Project Upsell:** Helped customers select the right product for their business via an Upsell mechanism, thereby increasing the revenue of the business.

**Project Saves:** Understand why an existing customer would like to delete a product from our system and then work with the Product, Marketing and Sales teams to reduce customer churn.

**Net Promoter Score:** Performed a quarterly score review with our customers to get feedback about our products, and then work with the Business, Marketing and Product teams to make sure all customer feedback is heard and worked upon, which helped the business reduce customer churn.

All this was enhanced by countless proprietary and third-party productivity tools to make the most efficient use of time.

## EDUCATION

### Bachelor of Engineering, Electronics and Telecommunication

University of Mumbai

St. Francis Institute of Technology

(2012 -2016)

## TECH SKILLS

Apache HTTP Server, Nginx, Logical Volume Manager (LVM), iSCSI, SELinux, Samba, NFS, LDAP, CSF, iptables, FirewallD, Postfix, MariaDB, MySQL, ACL, Webmin, HTML, CSS, Basic Bash Scripting, Basic website development, Basic python programming and debugging other code relevant to common website issues and feature integration.

## MISC INFO

All documentation, certification verification and other links to social media can be found on [brandondabreo.com](http://brandondabreo.com)

## EXTRA - CURRICULAR ACTIVITIES

### Robotics committee

- Designed, Built and tested several prototypes for robocon competitions using Solidworks for 2 separate robocon events.
- Conducted and taught at several robotics workshops during the course of my tenure. This included topics like Arduino programming, Circuit simulation, and PCB design.

## CERTIFICATIONS

Red Hat Certified Engineer

Date: Oct 05, 2018

Current Until: Oct 05, 2021

Red Hat Certified System Administrator

Date: Aug 16, 2018

Current Until: Oct 05, 2021

Certificate ID for verification: 180-178-733