

# BRANDON D'ABREO

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I am a tech enthusiast with a broad skill set in Technology, Code and Business Analytics. This eclectic mix of technical familiarity and business sense makes me a good fit in any organizational structure.

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## PROFESSIONAL EXPERIENCE

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### Application Support Engineer: Vernost

Feb 2020 - Present

- Troubleshooting Angular application errors and internal reporting for select clients.
- Collaborating with client assets to ensure robustness of external application components.
- Automating routine report generation for business requirements.
- Ensuring 99.99% uptime for application infrastructure by API monitoring.

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### Associate Category Manager: Packt Publishing

Mar 2019 - Feb 2020

- Created new exploratory products for Packt based on Market research. This includes updates for booming areas as well as experimental learning resources. (All with the IT sector, specifically programming.)
- Ensured the products we developed were entrusted to the appropriate field experts and assisted with the profile scrutiny.
- Part of the editorial board for books and videos providing inputs based on broad technical accuracy as well as commercial viability.
- Guided and encouraged team members to formulate their approach towards positioning and developing courses that align well with our target audience.
- Introduced revised products based on sales data and ensured they were restructured with the feedback we've received from our customers.

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### 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.

## TECH SKILLS

- **Troubleshooting** anything! Relentless Stackoverflow Wizard
- **Frontend Web** design using Bootstrap, templating engines like pug, handlebars, etc
- **Fullstack** Development using Typescript and derivative frameworks like Angular, Express, and DB of choice SQL and noSQL (Situational planning)
- **Fullstack Python** Development using Django
- **Software / API Testing** with Selenium and Postman
- **Certified System Administrator** experienced with deployment on various infrastructure platforms. (Cloud AWS/Azure/GCP/DO, Shared and Dedicated Linux & Windows Servers)
- **Version Control** using Git and GitHub
- **DNS Management** and related add-ons like SSL, Site Caching, custom corporate Email Hosting
- **Business Intelligence tools** and integration like Metabase, PowerBI, and can quickly pick up new BI tools as per requirements.

## 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

## EDUCATION

### **Bachelor of Engineering, Electronics and Telecommunication**

University of Mumbai

St. Francis Institute of Technology

(2012 -2016)

## EXTRA - CURRICULAR ACTIVITIES

### **Robotics Committee Member**

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

THANKS FOR READING!

ALL LINKS AT BRANDONDABREO.COM