

# BRANDON D'ABREO

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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 in business and technology.

## PROFESSIONAL EXPERIENCE

### 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.

### Freelance: Espada Online

Jun 2018 - Present

A budding hosting solution for small to medium gaming services. We make, promote and host game servers. Currently focusing on tailor-made deployment and hosting solutions for a different games. Majorly worked on minecraft servers, small forums and websites for gaming.

### 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)

## 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.

## TECH SKILLS

- Serverfault troubleshooting (Linux)
- Web design and php troubleshooting
- Basic working knowledge of scripting languages like Python, ECMAScript, BASH
- Basic working knowledge of compiled languages like C
- Web Design using popular frameworks
- DNS management

## 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

## MISC INFO

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