Don J. Pacaud

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Professional Summary

Technical Support Specialist and Web Developer with deep experience supporting VPS hosting, SaaS platforms, and cloud infrastructure. Proven ability to troubleshoot complex systems while maintaining exceptional customer satisfaction. Known for combining technical expertise with strong communication, ownership of issues, and business-focused solutions in fast-paced environments.

Core Skills

- VPS & Cloud Hosting (Linux, Plesk)
- DNS, SSL, Email Deliverability (SPF, DKIM, DMARC)
- WordPress Development, Performance & Security
- SaaS Platform Support & Customer Success
- Technical Troubleshooting & Escalation Handling
- Sales Support, Upselling & Retention
- Website Optimization & SEO
- API & Integration Troubleshooting
- Client Communication & Documentation

Professional Experience

IONOS — Website & Server Technical Support Specialist (2021 – Present)

- Provide advanced technical support for VPS, cloud hosting, DNS, SSL, email, and WordPress environments
- Troubleshoot Linux server performance, uptime, and configuration issues
- Guide customers through migrations, security hardening, and optimization
- Collaborate with engineering teams to document bugs and improve platform reliability
- Consistently exceed customer satisfaction, retention, and upsell metrics

The Inspire Designs — Founder / Web & Technical Consultant (2019 – Present)

- Design and develop professional websites and e-commerce platforms
- Manage hosting environments, domains, DNS, and WordPress infrastructure
- Implement SEO strategies, automation workflows, and performance analytics
- Build long-term client relationships and recurring business

Cricket Wireless / Metro by T-Mobile — Store Manager & Sales Lead (2013 – 2021)

- Led high-performing retail sales teams with consistent revenue growth
- Delivered technical device support and customer service

- Trained staff on sales strategy, systems, and customer communication
- Recognized for leadership and exceeding sales targets

Education

Associate Degree in Computer Science — Pennsylvania Institute of Technology (2020)

Technical Tools

- Platforms: WordPress, Shopify, Plesk, Salesforce, Zendesk, Gorgias
- Languages: HTML, CSS, JavaScript (basic), Python (basic), SQL
- Tools: GitHub, Intercom, Slack, Figma, Canva, Notion, Google Workspace

Key Strengths

- Strong problem ownership and accountability
- Clear communicator between technical and non-technical users
- Customer-first mindset with sales awareness
- Thrives in remote, fast-paced environments
- Entrepreneurial and solution-oriented