Brett Packard

Linux Systems Administrator | Website Migration Specialist | Technical Account Manager

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PROFESSIONAL SUMMARY

LPIC-1 certified Linux professional with 10 years at GoDaddy across hosting support, customer consulting and technical account management. Led website migrations end to end, including DNS cutovers, SSL, server security and WordPress/CMS troubleshooting. Built migration and workflow automation: a WordPress migration plugin, migration scripts, and AI agent tools connected to Jira. Ranked first on the team in tickets processed, QA and NPS, and trained new hires who went on to promotions. Multi-year Wayfinder award recipient. Currently pursuing LPIC-2.

TECHNICAL SKILLS

- **Linux & Servers:** Linux server administration, WHM/cPanel, Plesk, Windows Server, shared and dedicated hosting
- **Web & Migrations:** WordPress (expert), Drupal, Joomla, Magento, website migrations and cutovers, DNS, SSL/TLS, email systems
- **Scripting & Development:** Bash scripting, Node.js app development and deployment, PHP
- **AI & Automation:** Claude Code (skills, agents, MCP integrations), ChatGPT, agentic coding workflows
- **Tools:** Jira, ticketing and SLA management, QA review
- **Networking:** Cisco IOS, routing protocols (RIP, EIGRP, OSPF, BGP), network security fundamentals

PROFESSIONAL EXPERIENCE

GoDaddy | 2016 – 2026

Technical Account Manager II, Website Migrations — 2022 – 2026

- Performed end-to-end website migrations, including content transfer, DNS cutovers, SSL installation and post-migration validation
- Led the team in tickets processed and QA scores
- Trained and mentored Technical Account Manager I hires; low turnover, with multiple trainees promoted into other roles
- Developed a WordPress migration plugin and man-in-the-middle migration scripts to streamline transfers
- Built Claude Code skills for the migration team:
  - **Page Compare:** tests pages on the source and destination sites and flags discrepancies before cutover
  - **Jira assistant (MCP integration):** pulls reports, finds past tickets, surfaces tickets over SLA, reviews customer emails, drafts replies and posts Jira notes
- Received the GoDaddy Wayfinder award in multiple years (performance-based equity grant)

Technical Account Manager I, Website Migrations — 2021 – 2022

- Primary point of contact for website migration customers; qualified migrations and collected credentials and technical requirements
- Prepared intake tickets for Technical Account Manager IIs to process migrations
- Performed migration cutovers and configured SSL, security and DNS
- Troubleshot WordPress and other CMS issues
- Led the team in NPS and average call time; selected as trainer for new Technical Account Manager Is

Partners Development Guide I — 2019 – 2021

- Delivered technical support and account guidance to partner customers, consistently exceeding CSAT, NPS, sales and performance goals

Business Advisor 2018 – 2019

- Consulted with customers to align GoDaddy products with their business goals as part of an outbound account team

Hosting Support Guide II 2016 – 2018

- Provided Tier II support for shared Windows and Linux hosting: DNS, cPanel, Plesk, email, WordPress, Drupal, Joomla and Magento
- Consistently met or exceeded metric and performance standards

PROJECTS

Trekkster | trekkster.app

- Designed, built and launched a travel journal web app where users write daily trip pages and longer stories for standout days
- Auto-builds an interactive map of each trip, pinning locations as entries are added
- Implemented user accounts with email verification codes, private-by-default trips and optional public sharing

WordPress Migration Plugin | WordPress, PHP

- Developed a custom plugin to streamline moving WordPress sites between hosts as part of GoDaddy's migration service

Claude Code Automation Skills | Claude Code, MCP, Jira

- **Website Migration Page Compare:** tests pages on the source and destination sites and flags discrepancies before cutover
- **Jira assistant:** connects to Jira through MCP to pull reports, find past tickets, surface tickets over SLA, review customer emails, draft replies and post ticket notes

CERTIFICATIONS

- **LPIC-1: Linux Administrator**, Linux Professional Institute
- **LPIC-2: Linux Engineer**, in progress
- Cisco Network Administration, Certificate of Completion
- Technology Support Analyst, Certificate of Completion

EDUCATION

Northern Arizona University | BIS, Technology Management 2017

- 3.8 GPA; Outstanding Academic Achievement Award

Mesa Community College | A.A.S. Network System Administration 2016

- 3.5 GPA; graduated with Highest Distinction; Phi Theta Kappa Honor Society