

Bret DuBois.

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Technical go-to-market professional pairing customer-facing sales with hands-on systems building. Three years at Apple resolving complex hardware/software issues at scale (300+ perfect satisfaction surveys, \$150K+ in enterprise referral revenue), a year running technical discovery as a BDR at an AI SaaS company, and a self-built production infrastructure stack (Docker, Python, PostgreSQL, broker and LLM APIs). Targeting Solutions Engineering and Technical Account Management at AI, cloud, and networking companies. CCNA and AWS Solutions Architect Associate in progress.

EXPERIENCE

SpotHopper · Business Development Representative Apr 2025 – Apr 2026 · SF Bay Area

- Ran technical discovery for an AI marketing platform sold to a skeptical, non-technical buyer base; translated platform architecture into value narratives.
- Prioritized discovery quality over call volume: ~50% qualified-to-booked conversion; contributed to the team's highest closed-won revenue month.
- Recognized by AEs for high-fit meetings that converted; director of BD asked me to stay upon departure. Left to pursue SE/TAM roles directly.

Asurion · Field Tech Sales Expert Sep 2024 – Apr 2025 · San Diego, CA

- Delivered on-site technical support and device onboarding: assess an unfamiliar environment cold, resolve configuration and connectivity issues, explain the fix in plain language.
- Exceeded sales quotas while maintaining high CSAT; coached new hires on troubleshooting workflows and consultative discovery.

Apple · Sales Specialist → Technical Specialist → Technical Expert Oct 2019 – Aug 2022 · San Mateo, CA

- Diagnosed and resolved issues across iOS, macOS, hardware, and accounts at high volume; maintained 300+ perfect Net Promoter Score surveys. Promoted twice.
- Identified an enterprise environment during a routine consumer appointment and referred it to enterprise AEs, generating \$150K+ in verified lifetime revenue from a single referral.
- Trained and mentored teammates on advanced troubleshooting and customer communication; contributed to iOS repair documentation.

Independent Network Technician / Consultant 2020 – Present · Redwood City, CA

- Design, deployment, and support of Ubiquiti UniFi networks (switching, APs, PoE, VLAN segmentation, remote access) for SMB and residential clients, covering the full lifecycle from discovery to documented handoff.

SELECTED TECHNICAL PROJECTS

AI Agent + Futures Trading Automation Stack. Production multi-service stack on Ubuntu: a Telegram-fronted assistant (Python, systemd, LLM fallback chain) and a futures trading system that ingests real-time signals and executes through a broker API behind a full risk layer (position limits, daily-loss-limit checks, session clock). PostgreSQL state, Docker Compose, paper and live modes.

RoomTag, Wi-Fi Fingerprint Indoor Positioning. End-to-end hardware/ML product: ESP32-C6 firmware, self-hosted FastAPI inference server (random forest + ONNX neural ensemble, ~90% accuracy), SwiftUI iOS app, Home Assistant integration, OTA firmware releases via GitHub Actions.

Home Lab & Remote-Access Infrastructure. Self-hosted Docker services (PostgreSQL, n8n, Open WebUI, CouchDB), Tailscale mesh VPN, monitored nightly restic backups with a written retention policy, KVM/libvirt VMs running Cisco Modeling Labs. Managed entirely via Linux CLI. Full writeups at brdubois.com.

EDUCATION & CERTIFICATIONS

B.S. Cognitive Science, Design & HCI

UC San Diego · 2024

A.S. Computer & Information Science

College of San Mateo · 2021

- CCNA (in progress, self-study + Cisco Modeling Labs)
- AWS Certified Solutions Architect – Associate (in progress)
- Cloud Computing Fundamentals, IBM (2024)
- Eagle Scout, Boy Scouts of America (2018)

SKILLS

Sales & GTM: Consultative selling · Technical discovery · Value-based solutioning · Objection handling · Pipeline development · AE partnership · CRM (HubSpot)

Technical: Linux · Docker / Compose · Bash · Python (pandas, numpy, scikit-learn) · JavaScript / Next.js · SQL / PostgreSQL · REST APIs & webhooks · Git · n8n · LLM tooling (Claude API, Ollama, prompt engineering)

Networking: LAN/WAN · Switching & routing · Ubiquiti UniFi · PoE · VLANs · Tailscale / SSH remote access · Wi-Fi troubleshooting · Network design & deployment