

PATRICK QUAM

Phone: 425-919-5383
Email: patrick@quam.computer
Website: patrick.quam.computer
linkedin.com/in/patrick-quam

EXPERIENCE

LAB DEVICE COORDINATOR • MICROSOFT / INSIGHT GLOBAL • NOV 2023 - PRESENT

- Prepared and maintained a wide range of consumer hardware for beta testing of the office 365 mobile app.
- Utilized my experience with retail inventory systems by working directly with developers and management to design and implement an inventory management system for the lab.
- Performed operating system installation / re-imaging of Samsung, Google, and Apple mobile devices, as well as Apple, Microsoft, Dell, and HP Desktop and Laptop devices.

COMPUTER REPAIR TECHNICIAN • GEEK SQUAD • OCT 2021 – NOV 2023

- Used DISM, SFC, Sysinternals, and other industry tools to diagnose and resolve hardware and software issues in Windows devices. Used proprietary Apple tools to diagnose and resolve hardware and software issues in Mac and iOS devices.
- Tracked client devices, service orders, documented notes, and common issues through NOVA (ServiceNow) ticketing system.
- Installed hardware and drivers for desktop computer motherboards, CPUs, RAM, GPUs, power supply units, hard drives, batteries, cooling systems, and more. Replaced displays, batteries, cameras, speakers and other main components for apple iOS devices.
- Performed virus removals, creation of recovery media, and installation/configuration of common consumer software. Repaired and installed operating system images, chipset drivers, firmware, and a variety of client applications. Provided data backup/transfer and configuration services to client devices.

COMPUTER SALES / MOBILE SALES LEAD (NON-COMMISSION) • BEST BUY • JULY 2018 – OCT 2021

- Utilized a deep understanding of consumer electronics' features, benefits, pricing, and availability to provide technical information in a clear and concise manner to non-technical customers.
- Promoted to Mobile Sales Lead (2019) in recognition of exceptional accessory and membership attach rates, revenue, and customer satisfaction performance. Led a team of 6 to rank 5th in the company for mobile sales based on those metrics.
- Engaged customers using active listening skills to build complex, connected solutions in a fast-paced, dynamic environment. Ensured customers' end-to-end needs are met by leveraging all channels including hardware, accessories, connections, content and services.
- Partnered with the Store Manager to train and coach mobile sales associates to ensure customer satisfaction and technical proficiency in carrier account management and mobile device activations.
- Worked directly with major US carriers to resolve complex issues with customer accounts.

PROJECTS 2022 - PRESENT

- Utilized VSCode and VIM to develop my personal website with HTML, CSS (Bootstrap), and JavaScript. Managed production and beta versions of the website using git and GitHub. Designed, built and deployed a local beta server with enterprise equipment to test the beta website.
- Personally deployed, configured, maintained, and secured a virtual private server (Debian) to host my website. Configured A-Name and C-Name DNS records for a custom domain. Configured NGINX to securely serve static webpages. Configured Certbot, fail2ban, UFW, and Wazuh to detect, block and report malicious traffic. Updated default file permissions and configuration files to prevent common attacks.
- Automated common tasks such as SSL Certification renewal using cron jobs and updating the production site using bash scripts.
- Deployed various services on custom designed and built devices. These services include OPNsense router / firewall (configured DNS, DHCP, NAT, and plugins), a 24TB TRUENAS SCALE cluster (configured file system to support NVMe cache, local redundancy, and filesharing to support windows and Linux devices, automated offsite backups). Deployed server monitoring software (Wazuh, Portainer), and other applications using Docker.

EDUCATION

Udemy: *Linux Security / Linux Hardening*

CompTIA (Tests Pending): *Server+, Linux+*

College: *Math – Calculus 3, Linear Algebra; CS - Searching & Sorting, Data Structures, Database Architecture*

SKILLS

Linux | Adaptability | Communication | Troubleshooting | Multitasking | System Configuration