PATRICK QUAM

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EXPERIENCE

COMPUTER REPAIR TECHNICIAN • GEEK SQUAD • OCT 2021 - PRESENT

➢ 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.

➢ 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.

➢ 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.

COMPUTER SALES / MOBILE SALES LEAD (NON-COMMISION) • 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 NGINX to serve HTML, CSS, and JavaScript files via HTTPS and redirect HTTP traffic to HTTPS. Configured Certbot to generate SSL certificates to enable HTTPS. Configured fail2ban, UFW, and Wazuh to block and report malicious traffic. Updated default file permissions and configuration files to prevent common attacks.

➢ Configured A-Name and C-Name DNS records for a custom domain. Configured domain settings to support email through Zoho.

➢ Automated common tasks such as SSL Certification renewal using cron jobs and updating the production site using bash scripts.

➢ Designed, built and deployed OPNsense router / firewall, configured DNS, DHCP, NAT, and plugins. Designed, built and deployed a 24TB TRUEnas SCALE cluster with redundancy, configured filesharing to support windows and Linux devices. 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 | HTML / CSS / JAVASCRIPT