PATRICK QUAM

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SUMMARY

Aspiring DevOps Engineer with Lab Tech and some software development experience. Seeking an opportunity to build upon my current skills while making impactful improvements to society. Linux daily driver since 2018.

SKILLS

Linux, Troubleshooting, System Configuration, Communication, NixOS

WORK EXPERIENCE

Microsoft / Insight Global   **Nov 2023 - May 2025**
Lab Device Coordinator / Internal Tools Developer

- Prepared and maintained a wide range of consumer hardware for beta testing of the office 365 mobile and desktop apps. Performed operating system installation / re-imaging of Samsung, Google, and Apple mobile devices, as well as MacOS and Windows desktops and laptops across x86 and ARM platforms.
- Completed quarterly inventory audits and presentations depicting hardware utilization and developer preferences.
- 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 (C# / ASP.NET / REACT / TypeScript).

Geek Squad   **Oct 2021 - Nov 2023**
Computer Repair Technician

- Used common industry tools to troubleshoot, diagnose and resolve hardware and software issues in Windows, 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.
- 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.

Best Buy   **Jul 2018 - Oct 2021**
Computer Sales / Mobile Sales Lead (Non-Commission)

- 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.
- 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.
- 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.

PROJECTS

- Actively studying Kubernetes, Terraform, and Ansible.
- Developed a personal website (HTML, CSS/Bootstrap, JavaScript). Managed production and beta versions of the website using git and GitHub. Automated deployments via Github Actions. 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 Linux) 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 in Bash. Ported website to Azure to cut hosting costs.
- 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 storage cluster (configured RAID and ZFS to support NVMe cache and local redundancy. Configured filesharing and automated backups. Deployed server monitoring software (Wazuh, Portainer), and other applications using Docker.

Sep 2025 - Present

- Developing a Web Browser in C++ with Qt graphics. Implemented HTTPS request handling (Boost and OpenSSL), HTML parser, Layout and rendering pipeline. Used LLMs to perform code reviews, create tests and documentation. Managed versioning and feature development with Git and GitHub.
Originally Written in GO before moving to C++ for better graphics libraries.