Patrick D. Quindt

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Summary

Technology Management graduate with hands-on IT support, Linux systems administration, and project delivery experience. Ran a cloud hosting company for four years across 700+ virtual private servers and led a five-person support team. Built and rolled out a business operations platform from requirements through user training.

Education

Texas A&M University College Station, TX
B.S. in Technology Management, Minor in Business *Aug 2026*

- GPA: 3.66/4.00, cum laude. Coursework: IT Service Management (ITIL 4), Databases/SQL.

Experience

JMF Holdings, LLC Remote
Technology Management Intern *May 2026 – Aug 2026*

- Owned delivery of an internal property operations platform used across 30+ properties, covering maintenance tracking, timesheets, spending approvals, inventory, and tenant requests.
- Translated the owner's needs into requirements, set priorities, and shipped tested features weekly using AI-assisted development.
- Automated tenant request intake into a shared maintenance queue with email status updates, and built reports on labor, maintenance, and spending by property.
- Led rollout as the sole support contact: onboarded and trained users 1:1, wrote self-service documentation, and resolved issues.
- Built mobile-friendly English/Spanish workflows for crews across the United States and Mexico.

Westmont Hospitality Group Houston, TX
IT Intern (invited back for a second summer) *Summers 2023 & 2024*

- Provided onsite Windows, Microsoft 365, hardware, and connectivity support to executives and staff at a global hotel owner-operator (500+ properties).
- Triaged incidents and service requests with IT management, escalating issues that required deeper investigation.
- Translated technical fixes into clear guidance for non-technical users, from senior executives to property staff.

Retro Host LLC Houston, TX
Founder & Systems Administrator *May 2019 – Jul 2023*

- Founded and ran a cloud hosting company for four years, managing Linux infrastructure, uptime, and billing for paying customers across 700+ virtual private servers.
- Monitored infrastructure proactively to catch and fix performance issues before customers reported them.
- Led a five-person support team, set service standards, and owned escalations involving server, network, and uptime problems.
- Handled technical and billing support via tickets, email, and chat, explaining root causes in plain language.

Projects

Texas A&M AgriLife Research: Service Onboarding | *ITIL Review Lead* Mar 2026 – Apr 2026

- Led the ITIL 4 alignment review on a four-person capstone team, mapping a 12-step service workflow (13 handoffs, 6 rework loops) against five ITIL practices.
- Found that about 50% of engagements began with incomplete intake data; designed five process improvements and presented five KPIs with baselines and targets to the IT Manager III executive sponsor.

Technical Skills

Systems & IT: Windows, Microsoft 365, Linux, DNS/Cloudflare, virtualization, Dell PowerEdge servers
Support: Incident triage, escalations, Freshdesk ticketing, user onboarding, 1:1 training, knowledge base articles
Tools: Docker, GitHub, Excel, Claude Code, ChatGPT Codex
Process: Requirements gathering, workflow mapping, ITIL 4, KPIs, SOPs