

Cory Quirk

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Technology Manager North House Folk School

Jan 2025 – present (Grand Marais, MN)

- Solo IT support for a 30+ person organization in multiple buildings, handling day-to-day troubleshooting and systems administration. The role requires independence, prioritization, clear communication, and fast troubleshooting to keep campus running smoothly.
- Overseeing IT service contracts & vendor relations; documenting fixes for internal knowledge bases.
- Systems administration: data backups, network & server reliability, routine updates. Onboarding & offboarding with Microsoft 365, Windows Server, and Google Suite.
- Supporting broader operations with CMS website updates, digital marketing efforts, and A/V for events.

IT Consultant Cook County Higher Education

Aug 2023 – present (Grand Marais, MN)

- Repairing, configuring, and deploying Windows laptops for refurbished tech program, as well as public workspace computers. Tutoring teens, adults, and elders with computer skills and coursework.

Software Developer Optum

May 2022 – May 2023 (Eden Prairie, MN)

- Developed and maintained microservices using Java, Spring Boot, Python, and Node.
- Worked in Agile/Scrum with Git, Jira, CI/CD pipelines, Docker, and Kubernetes.
- Remediated security vulnerabilities across large-scale applications.
- Built and documented internal tooling used by engineering teams.

Help Desk Support Calabrio

Aug 2021 – Feb 2022 (Minneapolis, MN)

- Triageed enterprise customer support cases for virtual call center software, ticketed with Salesforce.
- Troubleshooting for application, account, and connectivity issues, escalating as needed.
- Provisioned software keys and knowledge base access.

More roles

Admin Specialist WTIP North Shore Community Radio *Apr 2024 – Jan 2025*

Operations: nonprofit development, accounts, digital engagement. Continuing to volunteer as a DJ in 2026.

SpEd Para & Digital Literacy Teacher Great Expectations School *Nov 2023 – Apr 2024*

Supported K-8 classrooms and taught topics like coding, online safety, and digital media skills.

Other roles since 2018: live sound engineering, freelance web development, eBike maintenance, C.H. Robinson supply chain operations, CoderDojo volunteer.

Education

B.A. Anthropology Hamline University (2018)

Certificate: Full-stack web development University of Minnesota (2020)

TECHNICAL SKILLS

Systems: Windows, macOS, Linux. **Support:** Help desk triage, hardware/software troubleshooting, connectivity and WiFi diagnostics, onboarding/offboarding. **Tools:** Microsoft 365, Windows Server, Google Workspace, Jira, Salesforce, WordPress & Squarespace CMS, Git, CI/CD. **Hardware:** OS imaging, provisioning, peripherals, asset tracking.

Networking: network configuration, device connectivity, UniFi router/switch setup, routine server backups. **Development:** Java, Python, Node, Docker, Kubernetes. **A/V:** Live sound, streaming setups, classroom and public event support.