

Eddie Brinton-Quinn

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Professional Summary

Support engineer with experience at Ocado Technology, moving from first-line support into a technically focused second-line role. Seeking a 3rd Line Support or Infrastructure Engineer role with greater ownership of infrastructure, automation, and network architecture.

Technical Skills

Infrastructure & Platforms: Proxmox, TrueNAS, Windows, Linux, Active Directory, Intune, Entra ID, JAMF, Docker, Docker Compose, K3s

Networking & Firewall: OPNsense, MikroTik (CRS328, RouterOS), VLAN segmentation (802.1Q), role-based firewall policy design, Bind9 split-horizon DNS, Traefik, reverse proxying

Automation & IaC: PowerShell, Python, Ansible, Terraform/OpenTofu, Cloud-Init, Git, Bash

Security & Identity: Authentik (OIDC/OAuth2, RADIUS, LDAP), MPSK WiFi, Rapid7, vulnerability remediation, SOC2 remediation, TLS/SSL certificate management

Operations: Patch management, printer fleet management, Jira, device lifecycle management

Professional Experience

Second Line Technical Support Engineer

2023–Present

Ocado Group

- Built internal automation tooling in PowerShell and Python, automating Active Directory and Jira workflows and reducing ticket resolution time for common service actions from hours to under 15 minutes.
- Led SOC2 remediation to close asset offboarding gaps, ensuring consistent device removal across Entra ID, Intune, and associated MDM platforms.
- Delivered the transition to Intune Application Groups for software deployment, improving configuration control and enabling self-service software installs through controlled application groups.
- Led remediation of a 300+ printer fleet, scripting audits of firmware, credentials, scan shares, and configuration posture — reducing the manual remediation workload by roughly 75%.
- Triaged Rapid7 vulnerability findings and coordinated patch deployment through Intune, closing high-priority vulnerabilities across the endpoint estate.
- Supported migration from JAMF-managed builds to Intune-based configurations for a shared iPad estate, maintaining configuration parity.

First Line Technical Support Engineer

2022–2023

Ocado Group

- Resolved hardware, software, and account issues for enterprise users, meeting SLA targets and building a strong foundation in customer-facing support.
- Used Active Directory, Intune, and JAMF daily to support users and devices, building the foundation for subsequent automation and endpoint work.

Personal Infrastructure Projects

- Designed and rebuilt a home network from a flat layout into segmented zones, replacing a single broadcast domain with isolated user, device, and service traffic controlled by role-based firewall policies.
- Built a self-hosted DNS setup with version-controlled configuration, enabling safe and auditable changes for both internal and public domain names.
- Deployed a single sign-on identity layer across the homelab, unifying password, WiFi, and application access under one identity provider.
- Built a multi-server virtualisation platform with shared storage, using Terraform/OpenTofu, Ansible, and Cloud-Init for repeatable deployment and rebuilds.

Education

BSc Economics — Brunel University

2017–2021

Certifications: CompTIA A+; ITIL 4 Foundation. Currently studying for Cisco CCNA.