# JAMES TUDELA LIZAMA

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Renton WA (206) 513-9570

# EXPERIENCE

**IT Adjunct Professor (Part-time)** 2019- Present

**Lake Washington Institute of Technology**, Kirkland WA

* Teach Computer Hardware and Software aligned with CompTIA A+ Certification
* Teach Computer Networking and Security (CompTIA Network+ and Security+)

**IT Training/Support Officer** 2016- 2018

**Imperial Pacific Resort**, Saipan MP

* Provide technical support to Casino Operations Gaming systems and Non-Gaming systems
* Provided support and does configurations to our Datacenter Switches and Routers
* Provided support on our System Servers Active Directory and maintenance support for all virtual servers.
* Leads in Projects for out IT Department
* Provides Daily report to our VIP and Head of Departments on our System Maintenance.
* Provided training for IT staff on new computers initial, post-initial and production setup
* Provided training for IT staff on IT certifications, Cisco, Microsoft and CompTIA

**Instructor CompTIA A+ and Network+(Boot Camp)** 05**/**2016 - 08/2016

**Northern Marianas College**, Saipan MP

* Provided training for CompTIA A+ and Network+ for College Students and Community Businesses
* Facilitate Exams for each candidate for the CompTIA Network+ and TestOut Network Pro Certification

**Instructor Networking Training (2 weeks)** 05**/**2016 and 05/2018

**IT&E SAIPAN**, Saipan MP

* Provided training for two (2) weeks to IT&E Staff on CompTIA Network+ Certification and TestOut Network Pro Certification.
* Facilitate Exams for each candidate for the CompTIA Network+ and TestOut Network Pro Certification

**IT Instructor** 2016 - 2017

**Northern Marianas College**, Saipan MP

* Taught Online Computer Applications(Microsoft Office 2016) using Moodle
* Taught Classroom Computer Applications(Microsoft Office 2016 (Face to Face)
* Taught Programming(Java) (Face to Face) plus Online (Moodle)(Hybrid Class)
* Taught Database II (SQL) (Face to Face) plus Online (Moodle)(Hybrid Class)
* Taught Website design and Programming

**IT Network/System Administrator** 2013 - 2016

**IHP Medical Group Clinic**, Dededo Guam

* Overseas the IT Department of the Clinic
* Maintains our Database server
* Provides installations and upgrades of software and all of IT equipment
* Supports and maintains existing WAN and LAN, including routers, switches, and wireless
* Participates in network planning and architecture for any network services for the clinic
* Supports and maintains remote access of all IT related solutions and for our EHR/EMR software.
* Develops and maintains monitoring solutions to ensure optimal network performance and improvement
* Maintains a thorough inventory of network related assets including depreciable and recommends replacement requirements in support of Operation of the clinic
* Performs wired and wireless network duties and examinations for the clinic
* Participates in the administration and care of the remote monitoring and management system: updates agent scripts, responds to alerts and other networking problems or solutions.
* Project Manager of the clinic and does identification of new products and solutions, and researches solutions for existing systems
* Maintains good communication with colleagues and management as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages
* Assists junior staff with projects, troubleshooting, design, architecture, etc. as needed.
* Participates in 24-7 on call for the clinic.
* Administrator for our Telephone system PABX(Avaya Phone system).

**IT Instructor** 2013 - 2016

**Guam Community College**, Mangilao Guam

* Taught AC/DC Electronics: electronic components, schematic diagrams, Parallel/Series circuits
* Taught Cisco CCNA
* Taught Cisco Computer Essentials(CompTIA A+)
* Taught Network Security(CompTIA Security+)
* Taught Semiconductor Circuits
* Taught CompTIA A+ for the Troops(National Guard) on their return

**Systems Analyst I (MIS Department)** 2014 - 2014

**Guam Community College**, Mangilao Guam

* Member of the GCC website Advisory committee
* Coordinating production with programmers and conduct test as needed
* Validates results by testing programs needed for College
* Ensures operation by training Faculty, staff and Administrators
* Provides reference by writing documentation.
* Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, participating in professional organizations
* Handles the MyGCC Portal for students, faculty, staff and administrators
* Involve in the Upgrade of the MyGCC Portal from the Testing Environment to the Production Environment
* Provided training to the Staff and Faculty after the Upgrade of the MyGCC Portal.

**Classroom Teacher (IT/Computers)** 2002 - 2013

**Saipan Southern High School**, Saipan MP

* Taught CompTIA A+ Certification using TestOut Training Software which includes System Components, Storage Devices, File System, Printing, Networking, Portable Devices, Security, System Management and Troubleshooting. Brought students to Guam Community College to take the A+ Certification exam
* Taught CompTIA Network+ Certification using TestOut Training Software which includes Network Technologies, Media and Topologies, Devices, Management, Tools and Security. Brought students to Guam Community College for Network+ Certification
* Taught CompTIA Security+ Certification which includes General Security Concepts, Communication Security, Infrastructure Security, Basics of Cryptography and Operational/Organizational Security. Brought students to Guam Community College for Security+ Certification
* Provided maintenance, installation and upgrades on school’s network

**Operations Manager/Technical Department** 1994 - 2002

**IT&E Overseas Inc**. Saipan MP

* **Network System Administrator** for our IT&E Long Distance Network Switch(Harris)
* Does installation, maintenance and upgrades on our Long Distance Network Switch
* Work Channel banks,
* Does Installations on T1’s, Fractional T1’s and E1’s. Conducts testing with local exchange and long-distance carriers like AT&T and Sprint
* Overseas the Technical Department for Telephone Equipments, Internet Support Service and Long Distance
* Overseas Projects for Commercial Customers on installations for PABX Systems, Data lines like T1’s and fractional T1’s.

**Installer/Service Technician** 1987 - 1993

### ADT Security Systems,

Seattle, Washington and Los Angeles, California

* Install Burglar, Fire alarm systems for residential and commercial customers
* Works with Sales and Marketing on survey for installation
* Does upgrades, repair equipment, and any other additional task needed
* Does Inspection of Installations for other Techs(Lead Technician)

# EDUCATION

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| --- | --- |
| **Master of Science in Information Technology** | 2009-2011 |
| *M.S. IT* |  |
| Information Technology |  |
| Kaplan University |  |
| **Bachelor of Applied Science in Electronics Engineering**  *B.S. EET* | 1991- 1993 |
| Electronics Engineering Technology |  |
| ITT Technical Institute |  |

## TECHNICAL SKILLS

### Operating Systems:

* Windows Client OS: Windows XP, Vista, Windows 7, 8, and 10 Windows Server OS: Server 2003, 2008, 2012 and 2016
* Linux
* Mac OS: 10.9 to 10.14

**Applications**: Microsoft Office Suite, Java, Visio, HTML, Adobe Photoshop, Project

### Database:

* SQL Server

### Networking:

* WLAN, LAN, WAN, VPN

### Networking Devices:

Cisco Routers Cisco Switches

## HONORS/CERTIFICATIONS/TRAINING

* + **CompTIA**: A+, Network+, Security+
  + **TestOut Certificaton**: PC Pro, Network Pro, Security Pro, Routing and Switching Pro
  + **Microsoft**: MCP, MCSA Windows 2003 Server, MCSE Windows 2003 Server MCSA: Security Windows 2003 Server, MCSE: Security Windows 2003 Server
  + **Cisco**: CCNA
  + Cisco Academy Instructor (Netacad)
  + CompTIA Instructor
  + TestOut Instructor
  + Guam Education: CTE Education Certification (UOG, Guam)
  + Photovoltaic Training (GCC, Guam)
  + CED Solutions: Microsoft, Cisco, CompTIA Training (Atlanta, Georgia)