

DUY BOBBY LAM

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Education

University of California, Irvine, The Paul Merage School of Business – Irvine, CA **06/2026**

Master of Business Administration,

Coursework: Business Operations, Strategic Management, Statistical Methods

University of California, Irvine, Donald Bren School of I&CS – Irvine, CA **06/2018**

Business Information Management B.S. ,

Coursework: Computing, Business Foundations, Analytics

Orange Coast College – Costa Mesa, CA **06/2015**

Coursework: intro to business , business law , communications , accounting principles , etc.

Student Clubs: Associated Student of Fiscal Affairs, Recycling Committee, Honors Student of A.B.G.

Experience

Professional Development – Career Break **10/2023 – current**

Graduate MBA Student (Class of 2026)

After a difficult personal decision to detach from my last role as IT Systems Manager at AMPCO Contracting, Inc., I am now navigating the job market as a technology professional and graduating MBA 26' student of UC Irvine - Paul Merage School of Business. Currently, I am open to internships, part-time, or full-time positions as a committed team member and motivated leader.

During this progression, I have taken courses in Strategic Management, Business Transformation, Cost Accounting, Financial Management and Reporting, Data Analytics and among others. My current development objective at the Paul Merage School of Business revolves around learning about how technology is reshaping industries, leveraging AI tools for improved productivity, and collaborating in teams of cross-functional responsibilities to introduce new value for businesses. In my free time, I am also exploring technical certificate programs and learning new tools through CompTIA, Microsoft, and Data Camp learning resources.

AMPCO Contracting, Inc. – Irvine, CA **04/2021 – 10/2023**

Technology Support & Systems Manager

Facilitated the entire information technology environment operations - including: networks, software, & hardware support; maintenance schedules, back-ups, & updates; servicing user accounts, active directory groups, & mainframes; managing service providers & contracts; resource monitoring & financial reporting; troubleshooting multi-function printers & plotters, mobile device & desk phones, etc..

- Transformed company's aging on-premise server to hybrid-cloud hosting as a piece work solution to a \$180,000 comprehensive complete replacement project.
- Executed a complex infrastructure upgrade by launching 2nd cloud IT environment serving as a failover node while converting company's in-housed technology stack into a PaaS Azure subscription to promote industry compliance and updated systems.
- Introduced SharePoint as a collaboration and management platform to expand storage capacities, improve department workflows, restructure folder permissions, and monitor usage logs.

Meggitt Defense Systems, Inc. – Irvine, CA
Technical Support Analyst – 01/2018 – 03/2021

08/2017 – 03/2021

Delivered (Tier-1&2) technical support across various departments and company infrastructure; with accordance to ISO/IEC 27001 information security standards.

- Collaborated in replacing 2 internal data frames of multiple EOL servers and network switches through documentation, components research, network cabling, rack install, and testing.
- Maintained 1 master audit log for asset assignments of hardware & software licenses along with monthly/quarterly/annually maintenance reports.
 - Managed on-site printing operations and hardware refresh life cycles for more than 12 multi factor printers, 3 measurement equipment, and 8 manufacturing label printers through resource planning, procurement, servicing, and contracts.
 - Delivered IT training (How Tos) for more than 300 site employees and maintained 30-50 user instructions documents for business applications.

Pricing & Contracts Intern – 08/2017 – 01/2018

Served as assistant for daily operating functions of Pricing and Contracts Administration departments.

- Processed pricing analysis based on historical costs and value (VLOOKUP) for more than 800 projects on record.
- Prepared weekly cost reports on time and material for projects.
- Review requirements for project close-outs and outstanding tasks.

Orange Coast College (Costa Mesa, CA)
Course Assistant

08/2013 – 12/2017

- Provided general administration service for 4 large class lecture halls including: student attendance, helpdesk, exam proctoring, grading, and printing materials.

Axxera (Irvine, CA)
Technology Intern

11/2016 – 07/2017

- Processed more than 10 project bid evaluations including – review & drafting of RFQ, RFI, and RFP documents.
- Provided user interface testing for more than 5 company developed web and mobile applications.
- Researched more than 30 new vendors and technology sourcing contacts.

Nuoptimal (Irvine, CA)
Marketing Intern

09/2016 – 12/2016

- Collaborated in various start-up marketing functions including social media content creating & publishing, SEO research and creating website contents, drafting short advertisement campaigns, & participated in regular sales analysis and product research.

Professional Certificate

CompTIA – PenTest+ ce
ISO/IEC 17024 Compliance | Certificate Verification

09/2024 – 09/2027