James Proud

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WORK EXPERIENCE

Oracle   **Jun. 2023 – Present**
Site Lead, Data Center Operations   *Tokyo, Japan*
- Overseeing the Tokyo East data centers and ensuring the daily operations are carried out to a high standard.
- Acting as the initial point of escalation for technicians.
- Leading team meetings, addressing areas of concern and ensuring technicians understand priorities.
- Creating and maintaining the monthly shift schedules and ensuring that the data centers are adequately manned.

Oracle   **Feb. 2022 – Present**
Systems Administrator, Data Center Operations   *Tokyo, Japan*
- Installing, deploying and decommissioning of data center infrastructure.
- Leading troubleshooting and repair of server hardware and network-related issues.
- Using Linux tools in order to carry out hardware component diagnosis and troubleshooting.
- Managing inventory and performing various audits.
- Leading a programming workgroup for all technicians within Japan; chairing meetings; coordinating projects, liaising with senior management, mentoring technicians, creating and maintaining documentation.
- Developing and maintaining a web application used by all technicians and managers in Japan for tracking incoming rack deliveries to data centers along with related tasks. Presented the application to the Vice President and Senior Directors.

Amazon Web Services   **Jul. 2020 – Feb. 2022**
Data Center Technician   *Tokyo, Japan*
- Used various tools for troubleshooting server hardware and network-related issues.
- Configured, provisioned and replaced network hardware from various vendors.
- Developed, implemented and managed internal process improvement projects.
- Responded to emergent and high-impact events under strict SLAs in Amazon's largest APAC data center.
- Acted as an interviewer in both technical and behavioral interviews.
- Developed and provided ongoing updates to a complex script used by over 10,000 employees globally, significantly improving the functionality and usability of the internal ticketing system.

Interac   **Nov. 2017 – Mar. 2020**
English Language Instructor   *Chiba, Japan*
- Taught over 1000 students between the ages of 5 and 18.
- Designed and implemented lesson plans.
- Employed various teaching styles including teaching classes of up to 80 students as well as one-to-one.

EDUCATION

University of Greenwich   **Sep. 2014 – Jun. 2017**
Bachelor of Science (Hons) Computing, First Class Honors   *London, UK*
- Awarded the Computer Information Systems Department Prize for Outstanding Achievement.
- Dissertation: An investigation into how gamification may enhance education and improve overall performance and motivation. Awarded: 90%.
- Dissertation was demonstrated through the development of a working online learning platform using C#, JavaScript, PHP and Unity3D.

SKILLS

Data Center Infrastructure, Network Troubleshooting, Hardware Troubleshooting, Incident Management, Server Administration, Technical Support, Team Leadership, Linux, JavaScript, React, HTML, CSS, Python, Japanese Language