

James Tam

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Education

UC Davis

BS Computer Science

Skills & Certifications

Certs: Okta Certified Professional

Infra: vCenter, ESXi, Azure, Microsoft 365, Google Cloud Platform, AWS, Okta, MDM

Software: Confluence, Jira, Git, Docker, Photoshop, Illustrator

Programming Languages: Python, C/C++, C#, Java, JavaScript, HTML/CSS

Hobbies: PC building, Hiking, Biking, Weightlifting, Digital Art, TV/Movies, Games

Projects: Home Lab, Webmaster at [www.ZongZiHouse.com](#)

Experience

IT Operations Engineer

Jun 2021 – Present

SingleStore (formerly MemSQL)

San Francisco, CA

- Identified and improved under-developed processes such as onboarding/offboarding, logistics, JIRA workflows, documentation, with automation where possible
- Integrated applications with Okta SAML where possible, improving corporate security and IT-managed infrastructure with SSO, device and user lifecycle policies, and enforcement of acceptable usage to uphold compliance standards
- Audited asset management and reconciled issues by cross-referencing data exports from AM, Okta user directory, MDM, and Apple Business Manager, to clean up AM data and remediating security concerns
- Assessed and evaluated Okta environment for flaws and under-developed areas to improve security and quality of life for both admins and end users
- Coordinated with SREs to provide timely support and resolutions for issues in infrastructure applications, office and datacenter networks
- Supported AWS infrastructure in IAM with roles linked to Okta group membership, EC2 instances (VPN-less jump host, icinga monitoring, and Okta RADIUS integration with on-prem networking devices), and Lambda for user lifecycle automation
- Provided in-office support for users and endpoints, including A/V for executive meetings, printers, Juniper switches and firewalls, Ruckus APs, and Mac hardware

System Administrator

Dec 2018 – Jun 2021

Array Networks & Zentry Security

Milpitas, CA

- Managed two entities/companies with on-prem and cloud hybrid deployments of Active Directory and Microsoft 365, eventually consolidating and migrating users to cloud
- Maintained on-premise and cloud systems including verifying integrity (uptime, physical health), security, backups, and deploying new storage servers and ESXi hosts where necessary
- Performed helpdesk duties for US, India, Japan, and Taiwan timezones alongside sysadmin responsibilities while working closely with Engineering, Sales, and Support to establish testing environments leading to improved product deployments, maintaining healthy customer relations, and establishing interest for new customers
- Executed functional and performance stress tests using Spirent Avalanche on Array products, VMs, and bare-metal servers as DUTs under different circumstances and network topology- for example, analyzing load balancers with SSL/TLS traffic for TPS and throughput performance
- Implemented security functions such as SSO and MFA in on-prem systems and SaaS applications such as intranet and Atlassian products