

JAMES TAM

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Education

UC Davis

BS Computer Science

Sep 2012 – Jun 2016

- Minor in Music
 - Dean's Honor List 2015
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Skills

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

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

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

Hobbies: Home Lab, PC building, Hiking, Biking, Weightlifting, Photo Editing, TV/Movies

Experience

IT Operations Engineer

Jun 2021 – Present

SingleStore (formerly MemSQL)

San Francisco, CA

- Identified, improved, and documented areas in need of improvement such as onboarding, offboarding, logistics, and JIRA workflows, with automation where possible
- Coordinated with SREs to provide timely support and resolutions for issues in network and infrastructure applications
- Implemented and troubleshooted applications with SSO and Okta integrations

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 hooking 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

ERP Support Specialist

Jan 2018 – Dec 2018

Penumbra

Alameda, CA

- Supported QAD users (via Solarwinds, ServiceNow, Skype Business, and in-person) by diagnosing issues regarding manufacturing programs, authorization, and information securities with regards to SOX compliance
- Worked as finance data entry and accounts receivables from Dec 2016 to Jan 2018

IT Help Desk

Aug 2014 – Mar 2015

UC Davis | Internship and Career Center

Davis, CA, part-time

- Acted as first-tier technical support for department employees, computers, and Aggie Job Link to sustain accessibility for many users including students and employers using our services
- Maintained time-sensitive content on the department website by carefully updating information and links to retain relevancy and security