# James Tam

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## EDUCATION

**UC DAVIS**
BS in Computer Science
Minor in Music
Graduated Jun 2016 | Davis, CA
College of Letters and Sciences
Deans' Honor List (Winter 2015)

## LINKS

Github:// **jktam**
LinkedIn:// **jkitam**
Behance:// **jktam**

## COURSEWORK

**UNDERGRADUATE**
Software Engineering
Programming Languages
Information Visualization
Technical Writing
Databases
Data Structures
Security
Networks
Algorithm Design and Analysis
Computer Architecture
Operating Systems
Theory of Computation

## SKILLS

**PROGRAMMING**
Proficient:
Python • HTML • CSS • JavaScript
Java • Pug/Jade • SASS • CoffeeScript
C • C++ • C# • PHP • Bootstrap
Familiar:
Git • Shell • Android • SQL • JQuery
d3.js • MATLAB • Assembly • LaTeX

**SOFTWARE**
Google Suite • Office 365 • Photoshop
Illustrator • VMWare • Power BI

**OS**
Windows • Mac OSX • Linux

## OTHER INTERESTS

Rental Managing • Swimming
Basketball • Hiking • Biking
Piano • Korean Drumming • Music
Photo Editing • Movies

## EXPERIENCE

**PENUMBRA INC** | ERP Support Specialist
Jan 2018 – Current | Alameda, CA
- Supported QAD users in Solarwinds, ServiceNow, Skype Business, and in-person, diagnosing issues regarding manufacturing programs, authorization, information securities and others, with regards to SOX compliance.
- Manipulated manufacturing data into loadable format, often using Excel PivotTables to verify and validate data, crucial to a major company project.
- Maintained business flow through data browse creation, financial uploads, accounts payable, accounts receivable, sales and purchases invoicing, and shipments to form a holistic view of the business.
- Created documentation of work processes to provide educational material for the training of employees.
- Customized browses in QAD which involves manipulating an extensive database of financial tables, orders, shipment details, employees, and many others- joining different tables and coding using the Progress OpenEdge advanced business language.
- Began in December 2016 as an accountant for travel/expenses and AR before transferring into the IT department.

**UC DAVIS** | IT Help Desk
Aug 2014 – Mar 2015 | Davis, CA
- Acted as first-tier technical support for ICC employees and computers of the facility to sustain accessibility for many users including students and employers.
- Managed and assisted users of the Aggie Job Link system over phone and email to facilitate access, provide job prospects information, and improve student and employer relationships.
- Prepared over 20 working obsolete computers for donation by ensuring component health and data wipeage.
- Maintained time-sensitive content on the ICC website by carefully updating information and links to retain relevancy and security.
- Consolidated PHP code that generates user input forms across different events hosted by the ICC.

## PROJECTS

**COMPUTER GAME PORT**
Warcraft II clone ported from Linux to Windows with Visual C# in a team of eight people, communicating/collaborating both in person and electronically, such as conferencing (Skype) and cloud (Slack).

**DATA VIS**
Visualizations of databases such as: NBA matches using Processing to show player movements, and Reddit post history using various graphs and charts built with d3.js to show correlation between content and rating.

**PC BUILDING**
Built many desktop PCs non-commercially for myself and others starting from individual part research to installation and software deplaoyment, broadening knowledge of computer hardware, understanding the PC parts market, and gaining experience in OS installation and deploying necessary everyday programs for convenience and security.