

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, Symantec Endpoint Security

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

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

Experience

System Administrator

Dec 2018 – Present

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, information securities and others, with regards to SOX compliance
- Created documentation of work processes to provide educational material for the training of employees
- 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 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 department website by carefully updating information and links to retain relevancy and security