

JAMES TAM

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http://jktam.github.io

Github://jktam

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SKILLS

PROGRAMMING

Proficient:

HTML • CSS • JavaScript • Python

Familiar:

Git • Shell • SQL • JQuery • d3.js

SOFTWARE

VMWare (vCenter, ESXi) • Azure

Docker • Microsoft 365

Atlassian (Confluence, Jira)

Photoshop • Illustrator

OS

Windows • Linux (Ubuntu, CentOS)

Mac OSX

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)

COURSEWORK

UNDERGRADUATE

Computer Architecture

Networks

Security

Technical Writing

Information Visualization

Software Engineering

HOBBIES

Hiking • Biking • Swimming

Basketball • Piano • Music

Photo Editing • Movies • Weightlifting

PC Building • Rental Managing

EXPERIENCE

ARRAY NETWORKS | JR. SYSTEM ADMINISTRATOR

Dec 2018 - Current | Milpitas, CA

- Maintained on-premise and cloud systems including verifying integrity (uptime, physical health), security, and backups.
- Performed helpdesk duties alongside sysadmin responsibilities, and worked closely with Engineering, Sales, and Support to establish testing environments leading to improved product deployments, maintain healthy customer relations, and hooking new customers.
- Provided support to on-site/remote employees with email, software and hardware troubleshooting, deployment of VMs and IT equipment, and conference room maintenance, including under pressure during COVID-19 pandemic.
- Configured test beds for Array products (load balancers, proxies) and IT systems (RDS servers, pfSense, and osquery/Fleet).
- 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.
- Deployed production services such as intranet portal, MFA on Microsoft 365, integrating Confluence Cloud with existing Azure AD, and migrating file server from Windows Server 2003 to 2016.
- Managed two entities/companies with on-prem and cloud hybrid deployments of Active Directory and Microsoft 365, eventually consolidating and migrating users to cloud.

PENUMBRA INC | ERP SUPPORT SPECIALIST

Jan 2018 - Dec 2018 | 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.

UC DAVIS | IT HELP DESK

Aug 2014 - Mar 2015 | Davis, CA

- 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.

PROJECTS

HOME LAB

- Enhanced home network infrastructure by borrowing enterprise network methodologies such as deploying managed switches and pfSense to segregate traffic onto different VLANs for servers, WiFi devices, IoT, and security cameras.
- Deployed ESXi hypervisor with piHole DNS for network-wide DNS and adblock, FreeNAS for network file sharing across allowed subnets, and serving Internet-facing personal website and video game servers.