

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, Addigy and Kandji 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

- Integrated applications with Okta using SAML and SCIM to improve corporate security and IT-managed infrastructure with SSO, device and user lifecycle policies, and enforcement of acceptable usage to uphold compliance standards
- Upgraded Okta Classic Engine to OIE smoothly by testing sandbox environments, communicating changes to typical behaviors and security enhancements, and implementing balanced multifactor policies in terms of convenience and security
- Utilized Okta Workflows to fill in gaps of limited SCIM integrations, implement alerts, and automate many different business and infrastructure needs
- 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
- Updated DNS entries via IaC with Terraform and GitLab CI/CD to ensure version controlled and consistent process of updating domain records, validations, etc
- Provided remote and office support for users and endpoints, including network and datacenter issues, A/V for executive meetings, printers, Juniper switches and firewalls, Ruckus APs, and Mac, Windows, and Debian-based Linux 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
- 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 scenarios 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
- Secured internal network with Fortinet firewalls and Array gateway's ACLs to minimize remote user impact and outside web influence