

# James Tam

 [jkitam](#) |  [hello@jamestam.me](mailto:hello@jamestam.me) |  [jamestam.me](#) |  +1 510 499 2311

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## Education

### UC Davis

*BS Computer Science*

- Minor in Music
- Dean's Honor List

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## Skills

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

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

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

**Hobbies:** Home Lab, PC building, Hiking, Biking, Weightlifting, Digital Art, TV/Movies

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## 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, usually as preemptive measures to avoid downtime
- Implemented SSO applications and migrate existing application directories to SSO where possible, improving corporate security and IT-managed infrastructure
- Audited asset management and reconciled issues by cross-referencing data exports from AM, Okta user directory, MDM, and Apple Business Manager, cleaning up AM data with remediating security concerns
- Assessed and evaluated Okta environment for flaws and areas of improvement, then actioning on priority items to improve security of applications and improving quality of life for admins and end users
- Collaborated with Information Security team with the deployment of SSO applications, improvement of device and user lifecycle policies, and enforcement of acceptable usage to uphold compliance with standards internally and with customers

### 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