James Tam

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Education

UC Davis
BS Computer Science

- Minor in Music
- Dean's Honor List

Skills & Certifications

Certs: Okta Certified Professional
Infra: vCenter, ESXi, Azure, Microsoft 365, Google Cloud Platform, AWS, Okta, MDM
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, Games

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Experience

IT Operations Engineer   Jun 2021 – Present
SingleStore (formerly MemSQL)   *San Francisco, CA*

- Identified and improved under-developed processes such as on/offboarding, logistics, JIRA workflows, documentation, with automation where possible
- Coordinated with SREs to provide timely support and resolutions for issues in infrastructure applications, office and datacenter networks
- Implemented SSO applications and migrate existing application-mastered 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, to clean up AM data and remediating security concerns
- Assessed and evaluated Okta environment for flaws and under-developed areas to improve security and quality of life for both 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 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 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