James Tam

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Qualifications

Education: B.S. in Computer Science - University of California, Davis
Certifications: Okta Certified Professional
Software: vCenter, ESXi, Azure, Microsoft 365, Google Workspace, GCP, AWS, Okta, Okta Workflow, Kandji MDM, Fortinet, pfSense, Confluence, Jira, Git, Docker, Postman API, Photoshop, Illustrator
Programming Languages: Python, C/C++, C#, Java, JavaScript, HTML/CSS
Hobbies: PC building, home lab, hiking, biking, weightlifting, digital art, TV/movies, video games

Experience

Fortinet   Dec 2023 – Present
SRE Specialist   *Sunnyvale, CA*

- Overseen and provided upkeep for dozens of StateRAMP compliant systems with duties such as maintaining and updating RHEL VMs, deploying Zabbix monitoring tool, and coordinating with the network team to configure ESXi baremetal servers and Fortinet appliances
- Reacted to issues presented by Nessus scans and fix/troubleshoot where needed, bringing infant systems to StateRAMP readiness
- Performed acceptance tests on service environment for new product releases

SingleStore   Jun 2021 – Dec 2023
IT Systems Engineer   *San Francisco, CA*

- Administered large SaaS IT stack including Okta, Google, Slack, and Atlassian to operate IT-managed infrastructure using automation tools such as Okta Workflows, Python scripts and Postman to leverage APIs, resulting in improved user lifecycle processes
- Supported AWS infrastructure in IAM, EC2, and Lambda for user role-based security across every department, IT tooling, and lifecycle automation
- Updated IaC with Terraform and GitLab CI/CD to ensure version controlled and consistent process of updating systems such as Route 53 DNS records, user account lifecycle automation, and icinga monitoring
- Provided support for over 400 users and endpoints (Mac, Windows, Debian Linux, A/V equipment, printers, and Ruckus APs) across the globe, 7 offices, and a 16-rack datacenter

Array Networks & Zentry Security   Dec 2018 – Jun 2021
System Administrator   *Milpitas, CA*

- Administered company network infrastructure by deploying and maintaining over 20 on-premise ESXi hosts clustered in vCenter with over 100 VMs and verified system integrity, uptime, security, and Veeam backups
- 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

Projects

Home Lab

- Enhanced home network infrastructure by deploying a pfSense firewall and managed switch for VLAN capability, securing connected devices including hardware running Docker containers and hypervisors

Webmaster of www.zongzihouse.com

- Developed and served custom static website with a GCP-hosted nginx server connected with GitHub Actions runners, and secured domain with Cloudflare, handling thousands of unique visitors each month

Discord Bot

- Developed multifunction Discord bot in Python using libraries such as OpenAI to query ChatGPT and DALLE APIs, using GitHub Actions to deploy approved code pull requests and restart running Python script