

# James Tam

[in jkitam](#) | [🔗 jktam](#) | [📧 jamestam.me](#) | [✉ hello@jamestam.me](#) | [📞 510 499 2311](#)

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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, 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

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## Experience

### IT Operations Engineer

Jun 2021 – Present

*SingleStore (formerly MemSQL)*

*San Francisco, CA*

- Administered large SaaS IT stack such as Okta, Google, Slack, Atlassian to operate IT-managed infrastructure, corporate security, device and user lifecycle, and enforcement of acceptable usage to uphold compliance standards
- 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 IaC with Terraform and GitLab CI/CD to ensure version controlled and consistent process of updating DNS records, user account lifecycle automation, icinga monitoring, 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*

- 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
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## Projects

### Home Lab

- Enhanced home network infrastructure by deploying a pfSense firewall and managed switches to separate 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 video game servers

### Webmaster of [www.zongzihouse.com](http://www.zongzihouse.com)

- Developed and served custom static website with an nginx server on GCP, connected with GitHub Actions runners to automatically deploy changes and restart nginx services, while domain is secured 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 image generation APIs, connected with GitHub Actions integration to deploy approved code pull requests and restart running Python script