

SHO ISHIDA

Yangju, South Korea (U.S. Citizen | Willing to Relocate to the United States)

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PROFESSIONAL SUMMARY

Trilingual (English, Japanese, Korean) and RHCSA-certified Linux Systems Administrator with a strong foundation in cybersecurity (CompTIA Security+ in progress). Hands-on experience designing, provisioning, and automating enterprise-grade virtualization infrastructure using Infrastructure as Code (IaC) tools like Terraform and Ansible on Red Hat Enterprise Linux (RHEL) 10 and AlmaLinux 10 downstreams. Proven ability to troubleshoot containerized workloads, configure remote S3 state backends, and secure hybrid network deployments. Eager to contribute system administration and automation skills to a technical IT role.

CERTIFICATIONS & CREDENTIALS

- **Red Hat Certified System Administrator (RHCSA)** | Red Hat | Active & Verified (Performance-Based Linux Administration)
- **CompTIA Security+** | In Progress (Target Exam: August 2026) | Meets DoD 8570/8140 IAT Level II Baseline

TECHNICAL SKILLS

- **Operating Systems:** Red Hat Enterprise Linux (RHEL 9/10), AlmaLinux 10, Rocky Linux, Debian 12, Fedora, Windows 11
- **Automation & IaC:** Ansible (Core, Navigator, Vault), Terraform (Libvirt Provider, S3 Remote State), Bash, Python
- **Virtualization & Containers:** KVM/QEMU, Libvirt, Podman (Rootless, Systemd Wrappers), Docker, Docker Compose
- **Networking & Security:** BIND DNS, Bridge Networking (br0), FirewallD, SELinux, Cloudflare Tunnels, Playit.gg WAN Tunnels, SSH Agent Forwarding, Kerberos, LDAP, MinIO S3 Bucket Storage
- **Services & Directory:** FreeIPA (Identity & PKI CA), Nginx, Navidrome, Rclone FUSE (Google Drive), Prometheus, Grafana
- **Languages:** English (Native/Fluent), Japanese (Native/Fluent), Korean (Native/Fluent)

SYSTEMS ENGINEERING PROJECTS

- Enterprise Hybrid IaC Virtualization Homelab** | Self-Hosted Private Cloud July 2025 – Present
- **Bare-Metal Hypervisor & IaC Provisioning:** Deployed an AlmaLinux 10 KVM hypervisor on physical hardware (AMD Ryzen 7, 32GB DDR5, Thin-LVM). Automated multi-node UEFI VM provisioning using Terraform and Libvirt, establishing a remote MinIO S3 backend for state lock management and resolving x86-64-v3 CPU requirements via host-passthrough.
 - **Configuration Management & DevSecOps:** Engineered containerized Ansible playbooks running inside VS Code Dev Containers (Podman) to automate package deployments and host configuration across AlmaLinux and Debian 12 guest nodes. Secured sensitive credentials using AES-256 Ansible Vault and configured SSH socket forwarding for keyless authentication.
 - **Centralized Identity, Storage & Application Stack:** Configured FreeIPA (LDAP, Kerberos, BIND DNS, PKI CA) for central domain auth. Deployed containerized services including Navidrome with Rclone Google Drive FUSE mounts, Nginx web hosting, and a dedicated Fabric Minecraft game server using systemd podman wrappers.
 - **Zero-Trust Ingress & Observability:** Configured zero-open-port WAN routing via Cloudflare Tunnels (Web/Grafana) and Playit.gg agents (TCP/UDP game ingress). Orchestrated Node Exporter, Prometheus, and Grafana across all nodes for real-time telemetry.

TECHNICAL & SUPPORT EXPERIENCE

- Bilingual Customer Service Representative** | HCL Technologies – Honolulu, HI Feb 2021 – May 2021
- Provided bilingual technical support in Japanese and English to certification exam candidates, troubleshooting workstation configurations and local network connectivity issues during high-stakes testing.
 - Verified client identities and managed profile compliance in accordance with strict non-disclosure agreements (NDAs).
 - Utilized Microsoft Excel for post-examination session tracking, reporting, and logs.

- Bilingual 2-1-1 Specialist & Customer Service Representative** | Aloha United Way 211 – Honolulu, HI Oct 2020 – Jan 2021
- Delivered bilingual customer service support in English and Japanese for Hawaii's statewide 211 helpline, connecting callers with vital community health, housing, and social services.
 - Triaged high-volume inbound inquiries, conducted intake assessments, and navigated resource databases for agency referrals.
 - Maintained detailed call logs and client case data while strictly adhering to privacy and confidentiality standards.

EDUCATION & ADDITIONAL EXPERIENCE

- **Associate of Science in Computer Science** | University of the People — Pasadena, CA May 2023 – Aug 2025
- **Coach** | Goeup Kendo Hall (고을검도관) | Yangju, South Korea (Leadership & instruction) Dec 2024 – Jun 2025
- **Academic Tutor** | Pacific Core Academy & Independent | Honolulu, HI (Client relations & tracking) Apr 2016 – Oct 2025
- **Secretary Intern** | Suemori & Associates | Honolulu, HI (Office operations, databases, translation) Apr 2016 – Aug 2018

ACCOMPLISHMENTS, AWARDS & LICENSES

- **Licenses & Ranks:** 4-Dan Kendo (KKA/FIK Black Belt, leadership/instruction); PADI Divemaster (professional safety license).
- **Honors & Awards:** Ursinus College SIE & Rice Memorial Scholarships; Consulate General of Korea Essay Winner; Japanese Consulate Speech Award.