

SHO ISHIDA

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

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. Proven ability to troubleshoot containerized workloads 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), Rocky Linux, AlmaLinux, Fedora, Nobara Linux, Windows 11

Automation & IaC: Ansible (Core, Navigator, Vault), Terraform, Bash Scripting, Python (System Monitoring)

Virtualization & Containers: KVM/QEMU, Libvirt, Podman (Rootless, Socket Mapping), Docker, Docker Compose

Networking & Security: BIND DNS, Network Bridge (br0), NetworkManager (nmcli), Firewalld, SELinux, Cloudflare Tunnels (Zero Trust WAN Routing), Cloudflare Access SSO, SSH Agent Forwarding, Kerberos, LDAP

Services & Directory: FreeIPA (Identity Management), Nginx, Navidrome, Rclone FUSE (Google Drive integration)

CI/CD & DevOps: Gitea (Self-hosted Git Server), Gitea Act Runner (GitOps CI/CD pipelines), Git Version Control

Monitoring & Observability: Prometheus, Grafana, Node Exporter

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 a headless RHEL 10 KVM hypervisor on physical hardware with LVM storage optimization. Automated UEFI-based VM provisioning using Terraform and Libvirt, resolving x86-64-v3 CPU microarchitecture requirements via host-passthrough and RHEL 10 IDE deprecation using custom virtio-scsi disk mappings.
- Configuration Management & DevSecOps:** Engineered containerized Ansible playbooks running inside VS Code Dev Containers (Podman) to automate package deployments and host configuration. Secured sensitive credentials using AES-256 encrypted Ansible Vault files and utilized SSH agent socket forwarding for secure keyless container auth.
- Centralized Identity & DNS Management:** Configured FreeIPA (LDAP, Kerberos, BIND DNS, PKI CA) on a dedicated VM, automatically enrolling all VM clients. Automated nmcli client DNS redirection and configured PAM automatic user home directory creation (--mkhomedir).
- GitOps CI/CD & Secure Telemetry:** Established Gitea and Gitea Act Runner in rootless containers to auto-execute Ansible playbooks on push, resolving SELinux socket permissions. Configured Node Exporter, Prometheus, and Grafana for monitoring, and secured external ingress using Cloudflare Tunnels (no open inbound ports) protected by Cloudflare Access SSO.

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) and privacy regulations.
- Utilized Microsoft Excel for post-examination session tracking, reporting, and logs.

EDUCATION

Associate of Science in Computer Science | *University of the People*

Pasadena, CA (Remote)

ADDITIONAL EMPLOYMENT HISTORY

Coach | Goeup Kendo Hall (고음검도관) | Yangju, South Korea | Dec 2024 - Present (Leadership & instruction)

Academic Tutor | Pacific Core Academy & Independent | Honolulu, HI | Apr 2020 - Oct 2023 (Client relations & tracking)

Secretary Intern | Suemori & Associates | Honolulu, HI | Apr 2016 - Aug 2018 (Office operations, databases, translation)

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.