

# Song Hoang

shoang1570@gmail.com ❖ (404) 997-9497 ❖ Boston, MA

---

## WORK EXPERIENCE

---

### Tufts University

Aug 2021 – Present

*System Administrator – Department of Computer Science, Electrical Engineering*

*Medford, MA*

- Create, design, and support IT resources for all professors, researchers, and graduate students in the CS and EE departments
- Use automation tools to configure and manage on-prem VMware infrastructure and workstations
  - Configure and manage Windows VMs and lab computers with Ansible and Powershell
  - Enhanced system monitoring by integrating Prometheus and Grafana
- Manage Linux VMs running Red Hat Linux, hosting Directory Server, Gitlab, WordPress, KACE, and more
- Design and manage various Microsoft services running on Windows Server 2019 such as Active Directory, Remote Desktop Services, Deployment Toolkit, and more

### Boston College

Sept 2020 – July 2021

*Configuration Technician*

*Chestnut Hill, MA*

- Developed a suite of scripts in Powershell and methodology to automate ~80% of my daily duties
- Deployed 1000+ Windows and Mac computers, customized via Powershell and Bash scripts, for all the departments in BC
- Assisted faculty and staff with system troubleshooting, configuration, and network connectivity issues

## PROJECTS

---

### AWS Cloud Resume Challenge - <http://www.isonghoang.com>

<https://www.github.com/SongHoang>

- Built and deployed a full-stack AWS-based personal resume site using Terraform, GitLab CI/CD, Lambda, DynamoDB, and API Gateway
  - Automated front-end and back-end deployment with Gitlab CI/CD pipelines
  - Implemented a secure authentication system using HashiCorp Vault & AWS IAM Roles
  - Integrated a visitor counter using Python, DynamoDB, and API Gateway to track site activity

### Homelab

- Designed and implemented a VMware-based infrastructure for testing and learning, utilizing Docker containers, Ubuntu VMs, providing a hands-on lab for DevOps tools and on-prem infrastructure and services
  - Consists of a Dell Poweredge R720 Server, Cisco 40-port switch, Pfsense router
- Host several services: VMware vCenter + ESXi, TrueNAS, Gitlab, Gitlab CI/CD runners, Windows Active Directory, NGINX, OpenVPN

## CERTIFICATIONS

---

- Completed an online course - AWS Certified Solutions Architect – Associate <https://learn.cantrill.io/>, gaining hands-on experience in labs with EC2, S3, Lambda, and other AWS services
  - Currently prepping to take the AWS Certified Solutions Architect exam

## EDUCATION

---

### University of Georgia

*Bachelor of Science – Computer Science*

*Athens, GA*

**Interests:** 3D Printing, Cooking, Weight Lifting, Running, Improv