

John Park

San Marcos, CA | johnjpark.com

CAREER SUMMARY

IT Professional with 2 years of hands-on experience in systems support, technical troubleshooting, and IT infrastructure management. Customer Support Engineer with over 10 years of experience working in quality assurance for display panel manufacturing. Recently expanded into cloud computing with AWS and Azure certifications and is actively building expertise through hands-on projects and labs. Combines practical IT skills with emerging cloud knowledge to bring a versatile, adaptable approach to modern infrastructure challenges. Actively seeking roles in IT support, infrastructure, or entry-level cloud engineering to bridge traditional and cloud-native environments.

CERTIFICATIONS

- AWS Certified Solutions Architect Associate (SAA-C03)
- AWS Certified Cloud Practitioner (CLF-C02)
- CompTIA Security+
- Microsoft Azure Administrator Associate (AZ-104)
- Microsoft Azure Fundamentals (AZ-900)

TECHNICAL SKILLS

- Cloud Platform: AWS, Azure
- Operating Systems: Windows, Linux
- DevOps & Automation: Terraform, GitHub Actions
- Infrastructure: S3, CloudFront, Lambda, DynamoDB, Route 53, IAM, ACM, EC2, VPC
- Programming: HTML, CSS, JavaScript, React, Python
- Tools: Git, VS Code, SQL
- Security: IAM, SSL/TLS, Risk Management, OIDC
- SDLC/Methodologies: CI/CD Pipelines

PROJECT EXPERIENCE

CloudVPN – Private VPN service on AWS

2025

Personal project | github.com/jprk8/cloud-vpn

- Deployed a lightweight WireGuard VPN server on AWS using EC2 in a custom VPC
- Configured scoped security groups for VPN and SSH access
- Provisioned infrastructure with Terraform, including EC2, S3, IAM, and networking
- Documented the project with architecture diagram and public GitHub repository.

Tech Stack: AWS (EC2, VPC, S3, IAM), WireGuard, Terraform, Ubuntu

Cloud Resume Challenge – AWS Full-Stack Project

2025

Personal Project | johnjpark.com

- Deployed a static website on S3 and CloudFront with a custom domain and Terraform for Infrastructure as Code.
- Built a serverless backend using Lambda (Python) and DynamoDB to track page views.
- Implemented CI/CD with GitHub Actions and OIDC, automating S3 deployments and CloudFront cache invalidation.
- Managed DNS and SSL via Route 53 and ACM, securing HTTPS and subdomain delegation across AWS accounts.

Tech Stack: AWS (S3, CloudFront, Lambda, DynamoDB, Route 53, IAM, ACM), Terraform, GitHub Actions, Python, React

PROFESSIONAL EXPERIENCE

Park & Gold, LLC - IT Solutions Manager

Jun 2023 – Present

- Designed and launched secure e-commerce website, improving user experience and boosting revenue.
- Automated sales tax calculations using customer geolocation, improving compliance and accuracy.
- Reduced operational errors to <1% through robust QA and system checks.
- Conducted data analysis to improve workflows and reduce bottlenecks.
- Implemented security protocols to protect customer data and prevent breaches.

LG Display America - Customer Support Engineer/Quality Assurance

Oct 2012 – Jun 2023

- Awarded LG Vision Incentive Award multiple times for KPI achievement and CSR.
- Reduced customer process defect rate by 60% on LCD production line in 2022.

- Analyzed quality data and failure trends for LCD and OLED panels in customer production facilities.
- Supported product launches (NPI/NMI), resolve quality issues, and drive continuous improvement.
- Implemented risk management procedures to ensure product integrity.
- Collaborated with customers and production sites to verify design conformance.
- Served as a liaison between HQ and customer sites for manufacturing and quality concerns.
- Identified root causes and implement corrective actions with cross-functional teams.
- Provided engineering evaluations and Failure Analysis Reports to develop solutions.
- Oversaw IQC/OQC screening and third-party rework, securing funding through risk assessment.
- Conducted quality meetings (MQR, QBR) and perform on-site manufacturing audits.

University of California, Riverside - Application Developer Intern

Apr 2010 – Dec 2010

- Built and deployed relational database to support airline research data analysis.
- Developed web interface using PHP to enable dynamic access to stored data.
- Delivered actionable insights through data modeling and reporting.

EDUCATION

California Institute of Applied Technology - Cloud Administration Program | 2023

University of California, Riverside – B.S. Information Systems | 2012