

# RALPH CASTILLO

Cybersecurity Leader & Global IT Strategist | U.S. Coast Guard Veteran

U.S. Coast Guard Veteran with 20+ years of IT leadership, specializing in securing critical infrastructure and enterprise environments.

*"From securing global shipping lanes to protecting digital enterprise frontiers—a career built on the foundational principle: protection is the ultimate priority."*

San Antonio, TX | (813) 564-3393 | [Ralph.W.Castillo@gmail.com](mailto:Ralph.W.Castillo@gmail.com) | [www.RalphCastillo.com](http://www.RalphCastillo.com) | Bilingual (English/Spanish)

## PROFESSIONAL SUMMARY

Gulf War Veteran with 20+ years of IT leadership, specializing in securing critical infrastructure and enterprise environments. Combines military security discipline with advanced expertise in Microsoft security stack, global infrastructure management, and cross-cultural team leadership.

## KEY ACHIEVEMENTS

### Secured Global Infrastructure

Designed and implemented anti-terrorism security systems for the Panama Canal, protecting a vital route handling 6% of world trade.

### Global Operations Leadership

Managed IT infrastructure and teams across 3 continents, maintaining 99.9% uptime for enterprise services.

### Enhanced Cyber Defense

Deployed Microsoft Sentinel and Defender suite, reducing threat detection time by 65%.

### Team Development

Mentored multinational teams, driving 40% gains in operational efficiency through training and process optimization.

## TECHNICAL EXPERTISE

Cybersecurity	Security Framework	Network Security
Microsoft Sentinel	Architecture	Docker Containers
Azure Security	Security Operations (SecOps)	Global Team Leadership
M365 Defender Suite	VMware Virtualization	IT Project Management
Multi-Cloud Security	Incident Response	Data Center Operations
Threat Detection & Response	Active Directory	

## CERTIFICATIONS & EDUCATION

**Microsoft:** AZ-900 (Azure Fundamentals), SC-900 (Security, Compliance, and Identity Fundamentals)

**IBM:** Cybersecurity Analyst Professional Certificate

**Google:** IT Professional Certificate

**CompTIA:** A+ Certified | Security+ (Pursuing)

**University Specializations:** NYU Tandon (Enterprise and Infrastructure Security), University of London (Information Security)

**In Progress:** CISSP Certification Path

## PROFESSIONAL EXPERIENCE

### Security Consultant & Response Specialist

**Catapult Systems/Quisitive**

*2021 - Present*

Architect and implement comprehensive security frameworks for hybrid multi-cloud environments using Microsoft Sentinel and Defender suite. Conduct proactive threat hunting and security monitoring across enterprise ecosystems. Advise senior leadership on security optimization, risk mitigation, and regulatory compliance.

### IT Infrastructure & Campus Support Specialist

**IDEA Public Schools**

*2021 - 2023*

Managed complete technology lifecycle for educational campuses supporting thousands of users. Engineered resilient support systems achieving significant reduction in system downtime. Implemented security-aware IT protocols for protected educational environments.

### Global IT Infrastructure Manager

**Frost S.A. | Panama**

*2012 - 2021*

Directed international infrastructure strategy across North America, Central America, and South America. Led multinational IT teams in delivering enterprise services with 99.9% uptime SLA. Modernized data center operations through virtualization and cloud-integration initiatives. Managed \$2M+ infrastructure budget and vendor relationships across global locations.

### Security Systems Specialist

**Panama Canal Commission (U.S. Government) | Panama**

*1997 - 2003*

Designed and implemented anti-terrorism security systems for critical national infrastructure. Developed organization-wide security protocols protecting vital global shipping operations. Coordinated with international agencies on maritime security initiatives.

## MILITARY SERVICE

### Petty Officer | U.S. Coast Guard

*Honorable Discharge | 1989 - 1997*

Operation Desert Storm Veteran | Port Security Unit / Law Enforcement Detachment | Tactical Operations Specialist trained in vessel boarding, search, and seizure procedures | Security Team Leader coordinating protective details for high-value maritime assets

**Awards:** National Defense Service Medal, Coast Guard Bicentennial Unit Commendation Ribbon

## UNIQUE VALUE PROPOSITION

### **Veteran Discipline**

Military security protocols applied to cyber defense

### **Global Perspective**

Operations experience across the Americas with cultural fluency

### **Bilingual Leadership**

Seamless team management in English and Spanish

### **Critical Infrastructure Expertise**

From Panama Canal to enterprise cloud environments

### **Cross-Sector Experience**

Understanding of both government and private sector security needs

References and detailed portfolio available upon request | Updated: February 2026  
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