

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 | 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

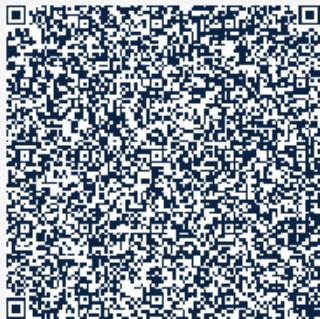
From Panama Canal to enterprise cloud environments

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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