

RALPH CASTILLO

IT Support & Systems Specialist | U.S. Coast Guard Veteran | Bilingual English/Spanish






📍 North Houston, TX Area | 📞 (813) 564-3393 | ✉️ Ralph.W.Castillo@gmail.com | 🌐 RalphCastillo.com

PROFESSIONAL SUMMARY

Dependable, security-minded IT professional with 20+ years of hands-on experience supporting enterprise environments, troubleshooting complex systems, and keeping end users productive. U.S. Coast Guard veteran and Gulf War veteran who brings military discipline, calm under pressure, and a service-first mindset to every support interaction. Experienced supporting thousands of users across multi-site and hybrid environments, managing Active Directory, Microsoft 365, endpoint security, and network infrastructure. Ready to contribute immediately to a North Houston area IT support team — on-site, hybrid, or remote.

"I've kept infrastructure running across three continents and two hemispheres. Your users' help desk tickets are in good hands."

WHAT I BRING TO YOUR IT TEAM

Strength	Details
 End-User Support	Desktop, laptop, mobile device troubleshooting across Windows/M365 environments
 Security Awareness	Trained to spot and stop threats before they become incidents
 Network Know-How	LAN/WAN, VPN, DNS, DHCP — configured and maintained across global sites
 People Skills	Bilingual (English/Spanish), veteran leadership, calm and clear communicator
 Fast Deployment	Available immediately, proven ability to hit the ground running

CORE TECHNICAL SKILLS

Help Desk & End-User Support

- Microsoft 365 (Teams, Outlook, SharePoint, OneDrive) | Windows 10/11 | Active Directory & Azure AD
- Ticketing systems | Remote desktop support | Hardware/software installation & configuration
- Printer, peripheral & mobile device management | VPN setup & troubleshooting

Infrastructure & Networking

- TCP/IP | DNS | DHCP | VPN | LAN/WAN | Network Security
- VMware Virtualization | Docker | Data Center Operations
- Multi-cloud environments (Azure, hybrid cloud)

Security & Compliance

- Microsoft Sentinel | M365 Defender Suite | Azure Security
- Threat Detection & Incident Response | Security protocol development
- Endpoint protection | Security-aware IT operations

CERTIFICATIONS

Certification	Issuer	Status
CompTIA A+	CompTIA	✓ Certified
AZ-900 — Azure Fundamentals	Microsoft	✓ Certified
SC-900 — Security, Compliance & Identity	Microsoft	✓ Certified
Google IT Professional Certificate	Google	✓ Completed
IBM Cybersecurity Analyst Professional Certificate	IBM	✓ Completed
CompTIA Security+	CompTIA	🔄 In Progress
CISSP Certification Path	ISC ²	🔄 In Progress

Certification	Issuer	Status
Enterprise & Infrastructure Security	NYU Tandon	✔ Completed
Information Security Specialization	University of London	✔ Completed

PROFESSIONAL EXPERIENCE

IT Support & Security Consultant

Catapult Systems / Quisitive | 2021 – Present | Hybrid

- Provide technical consulting and hands-on IT support across hybrid Microsoft 365 and Azure environments for enterprise clients
 - Troubleshoot and resolve security incidents, minimizing downtime and user disruption
 - Implement and maintain Microsoft Sentinel and Defender Suite monitoring — catching threats before they impact end users
 - Advise leadership on IT risk, compliance, and security best practices in plain, actionable language
 - Support cross-functional teams and non-technical stakeholders with complex technical issues
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IT Infrastructure & Campus Support Specialist

IDEA Public Schools | 2021 – 2023 | On-Site / Multi-Campus

- Delivered front-line IT support across multiple educational campuses serving **thousands of end users** including staff, teachers, and students
- Managed full technology lifecycle: procurement, deployment, troubleshooting, and retirement of devices
- **Reduced system downtime significantly** by engineering proactive support and maintenance procedures
- Administered Active Directory accounts, Group Policy, and Microsoft 365 user provisioning

- Implemented security-conscious IT protocols protecting sensitive student and staff data (FERPA-aware environment)
 - Served as the go-to technical resource — known for fast response times and clear communication
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Global IT Infrastructure Manager

Frost S.A. | Panama | 2012 – 2021

- Managed enterprise IT infrastructure across **North America, Central America, and South America** — keeping operations running 24/7 with a **99.9% uptime SLA**
 - Led multinational IT support teams, ensuring consistent service delivery across multiple time zones and languages
 - Modernized data center operations through virtualization (VMware) and cloud integration initiatives
 - Managed **\$2M+ annual infrastructure budget** and vendor relationships across global locations
 - Delivered IT support and infrastructure services to hundreds of end users across international offices
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Security Systems Specialist

Panama Canal Commission (U.S. Government) | Panama | 1997 – 2003

- Designed and implemented security systems protecting one of the world's most critical infrastructure assets
 - Developed organization-wide security protocols adopted across all operational facilities
 - Coordinated with international agencies — demonstrating cross-organizational communication and documentation skills
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MILITARY SERVICE

Petty Officer | U.S. Coast Guard | 1989 – 1997 | Honorable Discharge

- **Operation Desert Storm Veteran** — Port Security Unit / Law Enforcement Detachment
 - Tactical Operations Specialist: vessel boarding, search & seizure procedures
 - Security Team Leader protecting high-value maritime assets
 -  *National Defense Service Medal* | *Coast Guard Bicentennial Unit Commendation Ribbon*
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WHY HIRE RALPH FOR YOUR NORTH HOUSTON IT SUPPORT ROLE

✔ **Available now** — no long notice period, ready to start quickly ✔ **Hybrid-ready** — proven track record supporting users both on-site and remotely ✔ **Veteran reliability** — military precision, accountability, and professionalism every day ✔ **Bilingual** — support your English *and* Spanish-speaking employees with equal effectiveness ✔ **Security-first mindset** — not just fixing tickets, but protecting your environment while doing it ✔ **20+ years, zero ego** — experienced enough to lead, humble enough to grab a keyboard and fix a printer

References, certifications, and detailed portfolio available at RalphCastillo.com Updated: April 2026

💡 **Quick Apply Note for Employers:** Ralph is actively seeking hybrid IT Support roles in the **North Houston area** and is available for immediate interviews. Call or text **(813) 564-3393** or email Ralph.W.Castillo@gmail.com