RALPH
CASTILLO

IT PROFESSIONAL

21302 Encino Commons (813) 564-3393 Ralph.W.Castillo@gmail.com
Apt 2101 San Antonio,   www.RalphCastillo.Com
TX 78259

MY PROFILE

Technology Team Leader and Gulf War Vet, Critical Thinker with 20+ years of Windows and MacOS Desktop Support experience who relishes in Troubleshooting and Solving Unique and challenging IT and Tech-Support Problems. I am a Certified Google IT Professional and Many More other Technical Certifications with strong proficiency in Object Oriented methods, Hardware, OS, Cloud, SQL, Data, VMWare, Dockers, Data-Center Ops, Bilingual (English and Spanish). and an Always Can-Do Attitude.

SKILLS

- SYSADMIN
- IT INFRA
- IT SUPPORT
- IT SECURITY
- IT PROJECTS
- ECM
- INFO SECURITY
- CLOUD
- VIRTUALIZATION
- CRITICAL THINKING

REFERENCES

UPON REQUEST

EXPERIENCE

IT CONSULTANT / SECURITY RESPONSE SPECIALIST 2021 - PRESENT

CATAPULT SYSTEMS/QUISITIVE – TAMPA, FL AND SAN ANTONIO, TX

Guide and help businesses develop, integrate, and maximize the value of IT systems. We provide strategic advice, troubleshoot technical issues, and offer expertise in areas such as hardware, software, networks, and project management. Responsible for Microsoft security operations analyze, monitor, identify, investigate, and respond to threats in multicloud environments by using Microsoft Sentinel, Microsoft Defender for Cloud, Microsoft 365 Defender, and third-party security solutions. Microsoft security operations analysts collaborate with business stakeholders, architects, identity administrators, Azure administrators, and endpoint administrators to secure IT systems for the organization.

IT / CAMPUS TECHNICIAN / DESKTOP SUPPORT 2021 - 2023

IDEA PUBLIC SCHOOLS IPS – TAMPA,FL AND MCALLEN, TX

Responsible for Technology / Desktop Support, Troubleshooting, problem evaluation, and management of technology related needs for campuses and support locations. Oversee repairs and upkeep of technology related equipment such as computers, peripherals, interactive devices, printers, projectors and A/V accessories and Windows, MacOS Desktop and Applications.

IT / INFRASTRUCTURE MANAGER / DESKTOP SUPPORT 2012 - 2021

FROST S.A. - Montreal, Canada, and Panama Central America and Colombia

The Infrastructure Manager is responsible for the design, installation, maintenance, and retirement of the systems and personnel that are at the core of an organization. The services under the responsibility of the Infrastructure Manager are typically the underpinning (or supporting) services, or infrastructure, that enable the delivery of customer-facing IT services and Managing the Intl. DataCenter and Windows, MacOS Desktop and Application Support as well as Managing a Global IT Staff.

APPLICATION SUPPORT ANALYST / DESKTOP SUPPORT 2014 - 2020

EZBET POINT OF SALE – Latin America and the Caribbean

Application Support Analysts are charged with responding to and resolving customer issues in regards to smartphone or computer applications. The types of applications they work on can range from mobile games to banking software, and they typically deal with a great number of customers on a daily basis. While simultaneously leading a team of software professionals. To ensure that all applications run smoothly and all customer inquiries are properly addressed, Application Support Analysts perform a variety of tasks.

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RESUME

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EXPERIENCE CONTINUED

DELL ACS TEAM LEADER / DESKTOP SUPPORT TRAINER 2005 - 2010
DELL TECHNOLOGIES – Round Rock, Tx and Panama, Latin America
Responsible for providing telephone and on-line support for customers on operation or maintenance of Dell Windows Desktop Support products. Assist phone customers by diagnosing problems, and providing resolutions for technical and service issues. ... Responsible for customer satisfaction through Critical Thinking and effective handling of customer problems. Ensures proper escalation procedures are followed. Performs assigned functions according to standardised policies and procedures.

CANAL PROTECTION / INFORMATION / INFRA SECURITY 1997 - 2003
PANAMA CANAL COMMISSION US GOVT. AGENCY – Panama, Latin America
As an Physical / Information Security Analyst, I helped design and implement Counter-Terrorist, IT security systems to protect the organization's computer networks from cyber attacks. I also help develop organization wide best practices for IT security. I monitored computer networks for security issues, install security software and document all security issues or breaches I could find.

PATIENT LIAISON COORDINATOR / IT INFORMATION 1994 - 1997
DEPARTMENT OF DEFENSE US GOVT. AGENCY – Panama, Latin America
coordinate communication between patients and their families and the healthcare professionals providing their care. They often perform support tasks such as scheduling appointments, interpreting and communicating procedures and policies and answering questions about insurance and billing matters.

MILITARY SERVICE / PETTY OFFICER   1989 - 1997
US COAST GUARD GOVT. AGENCY – Honorable Discharge
Operation Desert Storm, Port Securty / Law Enforcement Detachment
Tactical Law Enforcement Teams, we are trained to conduct boarding of vessels at sea as part of law enforcement operations. We provide law enforcement boarding teams, LEDETs also have specially trained aerial gunners which can deploy aboard ship-based Navy helicopters to provide airborne use of force against smugglers, filling a role similar to the Coast Guard's Helicopter Interdiction Tactical Squadron.

MORE INFORMATION AVAILABLE UPON REQUEST

Certificate 1 — Google IT Support

5 Courses

Oct 7, 2020

RALPH WILLIAM CASTILLO

has successfully completed the online, non-credit Professional Certificate

Google IT Support

Whether you've been tinkering with IT or are completely new to the field, you've come to the right place. This five-course certificate, developed by Googlers, includes industry-relevant curriculum designed to prepare you for an entry-level role in IT support. Think in-person or remote help desk work, either in small shops or at a global company, like Google!

Technical Support Fundamentals
The Bits and Bytes of Computer Networking
Operating Systems and You: Becoming a Power User
System Administration and IT Infrastructure Services
IT Security: Defense against the digital dark arts

Verify this certificate at:
coursera.org/verify/professional-cert/5BXNAZLPB5P5

Certificate 2

Google

COURSE CERTIFICATE

Oct 3, 2020

RALPH WILLIAM CASTILLO

has successfully completed

System Administration and IT Infrastructure Services

an online non-credit course authorized by Google and offered through Coursera

Google

Verify at coursera.org/verify/DT2X9EGM4ZDJ
Coursera has confirmed the identity of this individual and their participation in the course.

Certificate 3

Google

COURSE CERTIFICATE

Oct 3, 2020

RALPH WILLIAM CASTILLO

has successfully completed

IT Security: Defense against the digital dark arts

an online non-credit course authorized by Google and offered through Coursera

Google

Verify at coursera.org/verify/8EYR5Y56PT23
Coursera has confirmed the identity of this individual and their participation in the course.

Certificate 4

Google

COURSE CERTIFICATE

Sep 18, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Technical Support Fundamentals

an online non-credit course authorized by Google and offered through Coursera

Google

Verify at coursera.org/verify/CA2BJ2K2A8JM
Coursera has confirmed the identity of this individual and their participation in the course.

Certificate 5

Google

COURSE CERTIFICATE

Oct 5, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Operating Systems and You: Becoming a Power User

an online non-credit course authorized by Google and offered through Coursera

Google

Verify at coursera.org/verify/WE7R5DNJHA55
Coursera has confirmed the identity of this individual and their participation in the course.

Certificate 6

Google

COURSE CERTIFICATE

Oct 6, 2020

RALPH WILLIAM CASTILLO

has successfully completed

The Bits and Bytes of Computer Networking

an online non-credit course authorized by Google and offered through Coursera

Google

Verify at coursera.org/verify/G6Q2JF8P5ZXM
Coursera has confirmed the identity of this individual and their participation in the course.

Certificate 7

Google Cloud

COURSE CERTIFICATE

Nov 3, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Essential Google Cloud Infrastructure: Foundation

an online non-credit course authorized by Google Cloud and offered through Coursera

Google Cloud Training

Verify at coursera.org/verify/2VGYLUFUBU6X
Coursera has confirmed the identity of this individual and their participation in the course.

Certificate 8

Google Cloud

COURSE CERTIFICATE

Oct 3, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Google Cloud Platform Fundamentals: Core Infrastructure

an online non-credit course authorized by Google Cloud and offered through Coursera

Google Cloud Training

Verify at coursera.org/verify/J6A1XWYL2979
Coursera has confirmed the identity of this individual and their participation in the course.

COURSERA

4 Courses

Introduction to Cyber Attacks

Cyber Attack Countermeasures

Real-Time Cyber Threat Detection and Mitigation

Enterprise and Infrastructure Security

Nov 13, 2020

Ralph William Castillo

has successfully completed the online, non-credit Specialization

Introduction to Cyber Security

Introduction to Cyber Security was designed to help learners develop a deeper understanding of modern information and system protection technology and methods. The learning outcome is simple: We hope learners will develop a lifelong passion and appreciation for cyber security, which we are certain will help in future endeavors. Students, developers, managers, engineers, and even private citizens will benefit from this learning experience. Special customized interviews with industry partners were included to help connect the cyber security concepts to live business experiences.

Dr. Edward G. Amoroso
Research Professor,
NYU and CEO, TAG
Cyber LLC
Computer Science

NYU TANDON SCHOOL OF ENGINEERING

COURSE CERTIFICATE

Nov 8, 2020

Ralph William Castillo

has successfully completed

Enterprise and Infrastructure Security

an online non-credit course authorized by New York University and offered through Coursera

Dr. Edward G. Amoroso
Research Professor, NYU and CEO, TAG Cyber LLC
Computer Science

Verify at coursera.org/verify/GTPQA5THBY26

NYU TANDON SCHOOL OF ENGINEERING

COURSE CERTIFICATE

Nov 3, 2020

Ralph William Castillo

has successfully completed

Introduction to Cyber Attacks

an online non-credit course authorized by New York University and offered through Coursera

Dr. Edward G. Amoroso
Research Professor, NYU and CEO, TAG Cyber LLC
Computer Science

Verify at coursera.org/verify/PELEHLB9T97YM

NYU TANDON SCHOOL OF ENGINEERING

COURSE CERTIFICATE

Nov 13, 2020

Ralph William Castillo

has successfully completed

Cyber Attack Countermeasures

an online non-credit course authorized by New York University and offered through Coursera

Dr. Edward G. Amoroso
Research Professor, NYU and CEO, TAG Cyber LLC
Computer Science

Verify at coursera.org/verify/NQK7S1FAMHKZ

NYU TANDON SCHOOL OF ENGINEERING

COURSE CERTIFICATE

Nov 10, 2020

Ralph William Castillo

has successfully completed

Real-Time Cyber Threat Detection and Mitigation

an online non-credit course authorized by New York University and offered through Coursera

Dr. Edward G. Amoroso
Research Professor, NYU and CEO, TAG Cyber LLC
Computer Science

Verify at coursera.org/verify/HM8AF7BS29HZ

SUNY

COURSE CERTIFICATE

Nov 12, 2020

Ralph William Castillo

has successfully completed

International Cyber Conflicts

an online non-credit course authorized by The State University of New York and offered through Coursera

Sanjay Goel
Associate Professor & Chair
Information Technology Management, School of Business

Kevin Williams
Vice Provost and Professor
Psychology - University at Albany

Verify at coursera.org/verify/2ZWT95ME2J66G

ISB

COURSE CERTIFICATE

Nov 4, 2020

RALPH WILLIAM CASTILLO

has successfully completed

IT Project Management

an online non-credit course authorized by Indian School of Business and offered through Coursera

Business Technology Management

Verify at coursera.org/verify/N2UKEL5NUJ9QS

Icahn School of Medicine at Mount Sinai

COURSE CERTIFICATE

Nov 3, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Health Care IT: Challenges and Opportunities

an online non-credit course authorized by Icahn School of Medicine at Mount Sinai and offered through Coursera

Bruce J Darrow, MD, PhD
Chief Medical Information Officer
Senior Vice President of Information Technology
ASSOCIATE PROFESSOR | Medicine, Cardiology; Population Health Science and Policy
Mount Sinai Health System

Nicholas D Genes, MD, PhD
ASSOCIATE PROFESSOR | Emergency Medicine, Genetics and Genomic Sciences
Mount Sinai Health System

Verify at coursera.org/verify/KDG2WAMMWBUJ

Google
COURSE CERTIFICATE

Oct 14, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Crash Course on Python

an online non-credit course authorized by Google and offered through Coursera

Google

coursera

Verify at coursera.org/verify/4ESNEDTYSYT
Coursera has confirmed the identity of this individual and their participation in the course.

UNIVERSITY OF MINNESOTA
Driven to Discover℠
COURSE CERTIFICATE

Nov 4, 2020

RALPH WILLIAM CASTILLO

has successfully completed

IT Infrastructure and Emerging Trends

an online non-credit course authorized by University of Minnesota and offered through Coursera

Information Systems Specialization
Information Technology Infrastructure and Emerging Trends Course

coursera

Verify at coursera.org/verify/ITQU5CYTLM5R
Coursera has confirmed the identity of this individual and their participation in the course.

UNIVERSITY OF LONDON
ROYAL HOLLOWAY UNIVERSITY OF LONDON
COURSE CERTIFICATE

Nov 2, 2020

RALPH WILLIAM CASTILLO

has successfully completed

Information Security: Context and Introduction

an online non-credit course authorized by University of London and Royal Holloway, University of London and offered through Coursera

coursera

Verify at coursera.org/verify/4P9JU32LN9TU
Coursera has confirmed the identity of this individual and their participation in the course.

DELL Certified Technicians

HP CERTIFIED PROFESSIONAL

Certificate of Completion

This is to certify that Ralph William Castillo
successfully completed 1.5 total hours of
ComputerCavalry: IT Help Desk Training for IT
Professionals! online course on Oct. 24, 2020

Korey Sheppard
Korey Sheppard, Instructor

& Udemy

#BeAble

Certificate of Completion

This is to certify that Ralph William Castillo
successfully completed 3 total hours of Desktop
Support Technician Practical Course-Windows &
Mac OS online course on Oct. 24, 2020

Pema Lhanang
Pema Lhanang, Instructor

& Udemy

#BeAble

Certificate of Completion

This is to certify that Ralph William Castillo
successfully completed 6 total hours of Complete
IT Support Specialist Course: IT Foundations
online course on Oct. 24, 2020

Jonney J Robinson
Jonney J Robinson, Instructor

& Udemy

#BeAble

Certificate of Completion

This is to certify that Ralph William Castillo
successfully completed 1 total hour of Active
Directory | IT Support online course on Oct. 24,
2020

Duale Adan
Duale Adan, Instructor

& Udemy

#BeAble