

RALPH CASTILLO

IT Senior Cybersecurity Consultant | IT Infrastructure & Security Manager | U.S. Coast Guard
Veteran

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Professional Summary

Cybersecurity and Infrastructure Leader with 20+ years of experience securing enterprise, government, and critical infrastructure environments. Specialized in Hardening and Troubleshooting Microsoft 365 Security, Microsoft Office 365, Microsoft Defender XDR, Microsoft Sentinel, Identity & Access Management, Incident Response, and Global IT Operations. Proven track record leading multinational teams, securing critical infrastructure, and modernizing enterprise environments across the Americas.

Certifications & Professional Development

Microsoft AZ-900 (Azure Fundamentals)
Microsoft SC-900 (Security, Compliance, and Identity Fundamentals)
IBM Cybersecurity Analyst Professional Certificate
Google IT Professional Certificate
CompTIA A+ Certified
CompTIA Security+ (Expected 2026)
CISSP Candidate (Expected 2026)
NYU Tandon – Enterprise & Infrastructure Security
University of London – Information Security

Core Competencies

Microsoft Sentinel (SIEM), Microsoft Defender XDR, Microsoft Defender for Endpoint, Microsoft Defender for Identity, Microsoft 365 Security, Microsoft Entra ID, Azure Security, Office365, Conditional Access, IAM, Incident Response, Threat Hunting, Vulnerability Management, Security Operations (SOC), Risk Management, Compliance, VMware, Active Directory, Intune, SharePoint Online, OneDrive for Business, Entra Exchange Online, Docker, Windows Server, Hybrid Cloud Infrastructure.

Professional Experience

IT Security Consultant & Response Specialist | Catapult Systems / Quisitive | 2021–
Present

- Architect and deploy Microsoft Sentinel SIEM solutions for enterprise clients.
- Implement Microsoft Defender XDR controls across hybrid cloud environments.

- Conduct incident response investigations and proactive threat hunting.
- Design Zero Trust architectures leveraging Microsoft Entra ID and Conditional Access.
- Perform security assessments and remediation planning within the Microsoft Office 365 ecosystem .
- Reduce threat detection and response times through security monitoring optimization.

IT Infrastructure & Campus Support Specialist | IDEA Public Schools | 2021–2023

- Managed complete technology lifecycle supporting educational campuses and thousands of users.
- Reduced downtime through proactive infrastructure management and support processes.
- Implemented security-conscious IT practices in protected educational environments.

Global IT Infrastructure Manager | Frost S.A., Panama | 2012–2021

- Directed infrastructure and cybersecurity strategy across North, Central, and South America.
- Led multinational IT teams supporting enterprise operations with 99.9% service availability.
- Managed infrastructure budgets exceeding \$2M and strategic vendor relationships.
- Implemented virtualization, cloud modernization, and business continuity initiatives.
- Established governance, security policies, and operational standards.

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

- Designed and implemented anti-terrorism security systems protecting critical infrastructure.
- Developed organization-wide security procedures and operational safeguards.
- Coordinated with U.S. and international agencies on maritime security initiatives.
- Supported protection of a global trade route handling approximately 6% of world commerce.

Military Service

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

Operation Desert Storm Veteran | Port Security Unit / Law Enforcement Detachment Security Team Leader coordinating protection of high-value maritime assets.

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

Technical Environment

Microsoft 365 | Office365 | Azure | Entra ID | Defender XDR | Sentinel | SharePoint Online | OneDrive | Exchange Online | VMware | Active Directory | Windows Server | Intune | Docker | Hybrid Cloud