

# Benjamin Saul McCulloch



## Contact

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## Education

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TAFE SA, Adelaide, South  
Australia — *Advanced Diploma in  
Information Technology -  
Networking & Security*

2013

TAFE SA, Adelaide, South  
Australia — *Diploma in Computer  
Sciences*

2012

## Summary

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DevOps engineer senior with over 5 years of experience in delivering and maintaining large-scale, highly available systems, I am confident in my ability to make a valuable contribution to your organization. I have a proven track record of success in designing, implementing, and maintaining infrastructure, automation, and continuous integration/delivery.

My technical expertise includes experience with cloud platforms such as AWS, Azure, and GCP, as well as proficiency in programming languages such as Python, Bash and ASP.NET. I am also well-versed in agile methodologies, and have a deep understanding of containerization and orchestration technologies such as Docker and Kubernetes.

## Work Experience

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### Senior DevOps Engineer / Site Reliability Engineer

**UST GLOBAL**- Apr 2021 – Present. Client: AvidXChange  
My role involves coordinating with twelve teams to address their DevOps needs. Since joining the team in 2021, my responsibilities have evolved monthly to cater to the diverse requirements of these teams.

One of my notable achievements during this period was the consolidation of a single monitoring tool. Previously, the twelve teams used different monitoring tools. This process was complex, given that we had to automate the deployment of monitoring agents across more than 1000 servers in the pool, including any new additions.

To streamline this, we established a baseline profile for each team, ensuring that they only received alerts relevant to their specific needs. This allowed teams to focus on real-world issues.

Starting in 2023, I transitioned to working with the next-generation team, where I assist in developing tools and setting standards for the next generation of platforms.

Additionally, apart from my role with the client, UST entrusted me with the responsibility of interviewing and screening all new candidates to ensure they meet the client's expectations in terms of both English proficiency and technical skills.

## Skills

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Programming and Scripting Languages  
Configuration Management  
Server Administration  
Monitoring  
Version Control  
Technical Communication  
Documentation Writing  
Cloud Platforms  
Kubernetes  
Docker  
Virtualisation  
Security Auditing  
Databases Administration  
Excellent Soft Skills  
Continuous Integration and Delivery

## Languages

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English – Native  
Spanish – Beginner to Intermediate

## Hobbies

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Photography  
Digital Archiver for LGBTQI in Mexico  
Costume Design  
Language Exchange  
Enable The Future project

### DevOps Engineer

**WSAudiology** - Mar 2021 - Apr 2021

While working at WS Audiology, my role primarily involved liaising with the development team to convey stakeholder requirements. Additionally, I was responsible for ensuring the accurate deployment of applications to various environments. Furthermore, I acted as the bridge between customers and our product, documenting any issues they encountered and relaying that feedback to both stakeholders and the development team.

I held the position of Lead DevOps Engineer for the web kiosk project at WS Audiology. This project aimed to streamline the process for clients to visit our stores and book appointments. During this period, my main responsibility was to ensure smooth deployment, although this process was largely manual at the time, as the team had not yet adopted a software deployment tool.

### Software Specialist & DevOps Engineer

**iTexico**- Sep 2020 - Mar 2021 Clients: BestPast and Get Giddy  
Client: BestPast, During my tenure, I was responsible for establishing and maintaining the CICD platform. My daily duties included troubleshooting pipelines, creating new ones, and implementing automated testing for the web application.

Client: Get Giddy, While working on the Giddy project, my role involved developing a chatbot to better understand our customers' needs and ensure they received the appropriate medical device. This was a crucial requirement due to the nature of the Giddy device. Additionally, I was responsible for supporting and maintaining the Microsoft Logic App, which processed customer orders.

### DevOps Engineer

**Muttual**- Jul 2019 - Sep 2020 Clients: Stemmons and Boxer Property

During my tenure, I assisted clients from Stemmons and Boxer Property in utilizing the Stemmons software package.

My daily responsibilities encompassed:

- Administering Azure resources, including Virtual Machines, in alignment with specific requirements.
- Managing virtual networks, assigning disks, and creating snapshots.
- Overseeing storage accounts and databases, both on Azure and on-premises.

I also played a key role in configuring various environments, both locally and for customers, utilizing their ServiceNow ticket system.

## GSuite Specialist & GCP Support Specialist

**EPAM SYSTEMS** - Aug 2018 - Jul 2019 Client: Google

Working with Google's top 1% of customers to troubleshoot their G-Suite issues.

On a daily basis, my responsibilities included:

- Diagnosing and resolving Google Cloud issues for clients.
- Conducting follow-up calls with clients to ensure all their issues were successfully resolved.
- Documenting areas for potential team improvement.

Also, during this time, I worked on the development of new G-Suite migration tool.

## Systems Administrator

**Tornilturcas Lider**- Jan – 2015 – Feb 2018

## Systems Engineer

**ABCS**- Jan 2012 – Dec 2012

## Systems Administrator and *Website Maintainer*

**Amor Flowers**- Jan – 2008 – Feb 2009

## References

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Name: Nic Henderson

Current Role: Product Owner at BrightSpeed

Relationship: Manger

Contact Phone Number: 704-799-5313

Personal Linkdin: <https://www.linkedin.com/in/nicholasshenderson/>

Name: **Enrique Blanco**

Current Role: DevOps Engineer at SMX USA

Relationship: Work Colleague

Email: [henry.blanco@outlook.com](mailto:henry.blanco@outlook.com)

Personal Linkdin: <https://www.linkedin.com/in/enrique-blanco-16916467/>