

BENJAMIN SAUL MCCULLOCH

DEVOPS / SRE ENGINEER

PERSONAL PROFILE

Originally from Australia, I have called Mexico my home for the past decade, having obtained permanent residency giving me the ability to work here in Mexico.

I've been fascinated with computers and programming since I was young, and this interest led me to pursue a career in IT. After finishing my studies at an Australian university, I received an advanced diploma in IT with a focus on Networking and Security. I've also completed various certifications over the preceding years. To me, working in IT isn't just a profession—it's a passion that drives me to continuously learn and enhance my skills.

With over 15 years of dedicated experience in the Information Technology sector, I have had the privilege of accumulating a diverse set of skills and knowledge, fueled by my unwavering determination to excel in my field. Working alongside professionals from around the globe has exposed me to unique opportunities and perspectives, enriching my professional journey.

A staunch advocate of open-source software, I actively contribute to several open-source projects during my free time, believing in the transformative power of collaborative innovation.

Also in my spare time, I volunteer to make prosthetic arms for children, combining my passion for helping others with my skills in engineering.

In essence, I am not just an engineer; I am a multifaceted individual driven by curiosity, creativity, and a relentless pursuit of excellence.



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Mexico City, Mexico

SKILLS SUMMARY

- Microsoft Azure / Azure DevOps
- Scripting
 - Python
 - Bash
 - Groovy
 - Powershell
- Infrastructure as Code
 - Terraform
 - OpenTofu
 - Azure ARM
 - Ansible
- Infrastructure as Code
 - Terraform
 - OpenTofu
 - Azure ARM
 - Ansible
- Linux
- SOX Compliance
- Team Leading
- Monitoring
- Security
- CI/CD

EDUCATIONAL HISTORY

TAFESA

Associate Diploma in Information Technology and Security | Jan 2013 - Nov 2013

- Design and configure security in wireless networks.
- Plan, configure and test advanced server security.
- Design and implement security systems.
- Prepare security risk management plan.
- Implement and design security encryption technologies.
- Plan and configure advanced security for networks internal and external.
- Design and implement voice applications over secure networks.

TAFESA

Diploma in Information Technology | Feb 2010 - Nov 2012

- Determine and configure business expectations and needs.
- Build and configure a server.
- Automate Processes.
- Monitor and administer network security.
- Write technical documentation.
- Support System Software.
- Systems Administration 101.
- Linux Fundamentals.
- Microsoft Server Fundamentals
- Software Development Fundamentals.

CERTIFICATIONS

- Microsoft Virtual Academy 2011
 - Administration and Server Fundamentals
 - Administration and Server Fundamentals - Advanced
- CCNA - 2012
- CCNA Security - 2013
- Linux Foundation - Systems Administrator - 2012

COURSES

- Unconscious Bias - 2024
- Foundations of Diversity, Equity, Inclusion, and Belonging - 2024
- Python 3 Fundamentals - 2023
- Operationalizing Bash and Z Shell Scripts - 2023
- Mastering Bash and Z Shell Scripting Syntax - 2023
- Getting Started with Shell Scripting for Bash and Z Shell - 2023
- Learning the PowerShell Language - 2023
- Infrastructure as Code: The Big Picture - 2023
- Deploying and Managing Azure Kubernetes Service (AKS) Clusters - 2023
- Supporting Workers with Disabilities -2023
- Building Dashboards from Prometheus Data in Grafana -2023
- Getting Started with Prometheus - 2023
- AZ-500 Microsoft Azure Security Technologies - 2023
- Terraform Deep Dive - 2023
- Terraform - Getting Started - 2023
- Azure Kubernetes Service (AKS) – The Big Picture - 2023
- Implementing Site Reliability Engineering (SRE) Reliability Best Practices - 2023
- Application Security in DevSecOps - 2022
- DevSecOps: Building a Secure Continuous Delivery Pipeline - 2022
- DevSecOps: Automated Security Testing - 2022
- Azure Network Security for Beginners: Tools and Services - 2022
- Learning Azure Management Tools (2019) - 2022

WORK EXPERIENCE

2021 - 2024

LEAD III - CLOUD INFRASTRUCTURE, MONITORING, DEVOPS ENGINEER, KUBERNETES ADMINISTRATOR, AND SOX COMPLIANCE

UST Global - Mexico - Remote

Client: AvidXChange

PAGE Team 2023 - 2024

Currently I am responsible for helping teams deploy code and ensuring that all code across the platform was SOX compliant using Azure DevOps, Microsoft Cloud Defender Services, PowerShell, and Terraform.

My main duties included:

- Collaborating with development and operations teams to understand and implement the requirements and standards for SOX compliance.
- Using Azure DevOps Services to create and manage pipelines, repositories, boards, artifacts, and test plans.
- Writing and executing PowerShell scripts to automate tasks, such as code analysis, security scanning, configuration management, and deployment.
- Using Terraform to define and apply infrastructure as code (IaC) for cloud resources, such as virtual machines, networks, storage, and databases.
- Monitoring and auditing the performance, availability, and security of the applications and services using tools like Azure Monitor, Log Analytics, and Application Insights.
- Documenting and reporting on the status, issues, and results of the deployment and compliance process
- Written a chatbot using C# and Microsoft Bot Framework
- Microsoft Defender for Cloud, helping teams set up and optimize their cloud security.

COP Team 2023 - 2023

I handled the maintenance of the Kubernetes cluster and wrote bash scripts, PowerShell scripts, and docker files to automate and streamline the deployment of various applications and services. I also used Terraform to provision and configure cloud resources in a consistent and repeatable manner.

My main duties included:

- Managing and troubleshooting the Kubernetes cluster and its components, such as pods, services, deployments, and ingress controllers.
- Writing and maintaining bash scripts and PowerShell scripts to perform various tasks, such as installing dependencies, running tests, and executing commands.
- Writing and maintaining docker files to create and update container images for different applications and services.
- Using Terraform to define and apply infrastructure as code (IaC) for cloud resources, such as virtual machines, networks, load balancers, and databases.
- Implementing and improving continuous integration and continuous delivery (CI/CD) pipelines using tools like Jenkins, GitHub Actions, or Azure DevOps.
- Monitoring and optimizing the performance, availability, and security of the applications and services using tools like Prometheus, Grafana, or Azure Monitor.

Enterprise Monitoring Team 2021 - 2023

I was responsible for leading the process of setting up and maintaining monitoring tools across 12 projects using Azure Log Analytics, Azure Alerts, Grafana, and Dynatrace. My main duties included:

- Designing and implementing monitoring strategies for various applications and systems using Azure Monitor.
- Analyzing and troubleshooting issues using Azure Log Analytics queries, Grafana dashboards, and Dynatrace.
- Configuring and managing Azure Alerts to notify stakeholders of critical incidents and performance anomalies.
- Creating and maintaining documentation and reports on monitoring metrics, SLAs, and KPIs.
- Collaborating with development and operations teams to ensure the reliability, availability, and security of the applications and systems.
- Evaluating and recommending new monitoring tools and best practices to improve the monitoring process and customer experience.

2021 - 2021

DEVOPS ENGINEER

WSAudiology - USA - Remote

As the lead DevOps Engineer at WSAudiology, I worked on the web kiosk project, which aimed to improve the customer experience by enabling them to book appointments online and check-in at the store using a self-service kiosk. This project involved developing, testing, and deploying web applications and APIs using various technologies and tools.

My main responsibility was to ensure the smooth and reliable deployment of the web kiosk applications to different environments, such as development, testing, staging, and production. I also had to monitor and troubleshoot any issues that occurred during or after the deployment process. To perform these tasks, I used bash scripts, PowerShell scripts, and Azure DevOps Services.

2020 - 2021

DEVOPS / SOFTWARE SPECIALIST

iTexico / Improving - Mexico - Remote

Client: BestPass & Get Giddy

BestPass

I was responsible for helping optimize deployments and using TeamCity to automate and streamline the software delivery process. I also helped fix issues with Linux servers running web applications. My main duties included:

- Configuring and managing TeamCity projects, builds, agents, and plugins.
- Creating and maintaining scripts and pipelines to build, test, and deploy code using tools like Git, and Maven.
- Troubleshooting and resolving deployment failures and errors using logs, metrics, and alerts.
- Maintaining and updating Linux servers and the they ran web servers.
- Configuring Apache Kafka for basic operations
- Monitoring and optimizing the performance, availability, and security of the web applications using Grafana.
- Collaborating with development and operations teams to ensure the quality and reliability of the web applications.

Get Giddy

I was responsible for writing an Logic App and using Salesforce to find data trends to help the sales team better market the product.

My main duties included:

- Developing and maintaining a Logic App.
- Integrating the Logic App with Salesforce.
- Analyzing and visualizing the data using Salesforce reports, dashboards.
- Identifying and communicating data trends, insights, and recommendations to the sales team and management.
- Ensuring the data quality, security, and compliance using Salesforce.

2019 - 2020

DEVOPS ENGINEER / DATABASE ADMINISTRATOR / PROGRAMER

Muttal - Mexico City

Client: Boxer Property & Stemmons

I played a crucial role in the development and maintenance of a business management software package. My responsibilities encompassed a wide range of tasks aimed at ensuring the smooth functioning of the application and its infrastructure. This included supporting the application by promptly addressing any issues that arose, troubleshooting database problems, deploying application updates, managing server maintenance activities, and creating automation scripts to streamline routine tasks.

Key Responsibilities:

- Application Support: Acted as a key point of contact for resolving software-related issues, providing timely assistance to users, and implementing solutions to enhance application performance and reliability.
- Database Management: Identified and resolved database issues, optimized database performance, and ensured data integrity and security.
- Deployment Management: Oversaw the deployment process for new releases and updates, ensuring minimal downtime and smooth transitions between versions.
- Server Maintenance: Managed server configurations, monitored server health, and performed routine maintenance tasks to ensure optimal performance and uptime.
- Automation: Developed scripts and automation tools to automate repetitive tasks, streamline workflows, and improve overall operational efficiency.

2018 - 2019

GSUITE SPECIALIST & GCP SUPPORT SPECIALIST

EPAM Systems - Mexico City
Client: Google

During my tenure at EPAM, I had the privilege of partnering closely with Google to elevate customer experiences within the G Suite ecosystem. As a dedicated Customer Support Specialist, I played a pivotal role in ensuring seamless interactions for Google’s premier clients.

Key Responsibilities:

- Engaged directly with Google’s elite clientele, understanding their unique needs and challenges.
- Acted as a trusted advisor, providing tailored solutions to enhance their G Suite experience.
- Leveraged in-depth knowledge of G Suite applications (Gmail, Google Drive, Docs, etc.).
- Assisted users with technical inquiries, troubleshooting, and best practices.
- Swiftly addressed complex technical challenges, minimizing disruptions to critical workflows.
- Collaborated with cross-functional teams to ensure timely resolutions.
- Shared insights and feedback with Google’s support teams, contributing to product enhancements.
- Fostered a strong partnership, aligning our efforts to deliver exceptional customer care.

REFERENCES

Name: Alejandro García Rodríguez Bueno
Role: Manger at UST Global
[Linkedin](#)

Name: Omar Mariscal
Role: Agile Project Manager & Scrum Master at UST
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Name: Prashant Dasamantaroo
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LINKEDIN RECOMMENDATIONS

Name: Michael Watson-Fore
[References Note](#)

Name: Jose Mario Amezcua Duran
[References Note](#)

Name: Jared Gamez
[References Note](#)

Name: Felipe Won Jin Cho
[References Note](#)

Name: Roy Calzadilla
[References Note](#)

Name: Meera Petkar
[References Note](#)