Benjamin Saul McCulloch

DevOps Engineer, Blue Teamer, and Technical Wizard

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SUMMARY

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.

TECHNICAL SKILLS

Network Security	Security Best Practices	CI/CD
Endpoint Security	Threat Intelligence	Configuration Management
Threat Detection and Response	Compliance and Governance	Containerization and Orchestration
Vulnerability Management	Infrastructure as Code	Programming and Scripting
Digital Forensics	Cloud Platforms	Linux and Windows Administration
Security in DevOps	Version Control and Collaboration	

EDUCATION

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

TAFESA, Adelaide, South Australia, Australia
- 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.

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

ADDITIONAL INFORMATION

- **Languages:** English, Spanish

PROFESSIONAL EXPERIENCE

Architecture and Optimization (Blue Team)   *June - 2024 - Feb - 2025*

Avertium|Mexico City, Remote

I am responsible for working with clients helping fortify their security posture, applying industry-leading cybersecurity frameworks and best practices. My role focuses on helping organizations achieve compliance, strengthen their defenses, and remediate vulnerabilities across both cloud and on-premises environments. Leveraging extensive expertise in frameworks like CIS, NIST, ISO 27001 and 27002, SOC 2, PCI-DSS, COBIT, HITRUST Common Security Framework, Cloud Control Matrix (CCM), CMMC 2.0, Essential 8, and Cyber Essentials, I provide actionable guidance to secure complex infrastructures. My primary areas of focus include Microsoft 365, Microsoft Azure, and on-site deployments involving Microsoft and Linux systems.

Responsibilities:

• Microsoft 365: Implementing security baselines, configuring advanced threat protection (ATP), monitoring audit logs, and ensuring compliance with frameworks like CIS and Essential 8.

• Identity and Access Management (IAM): Deploying Azure Active Directory (Azure AD) with strong multi-factor authentication (MFA), conditional access policies, and role-based access control (RBAC) to ensure secure user access.

• Data Protection: Ensuring sensitive data is safeguarded through Microsoft Information Protection (MIP), data loss prevention (DLP), and encryption strategies.

• Azure Security Center: Leveraging Azure tools like Microsoft Defender for Cloud and Azure Monitor to provide continuous threat detection, compliance monitoring, and incident response.

• Designing and implementing Azure network security groups (NSGs), firewalls, and VPNs to protect cloud workloads against unauthorized access.

• Integrating Microsoft Defender for Endpoint to protect devices across hybrid environments.

• Code aduits: Bash, Terraform, Python, PowerShell.

Lead III - Cloud Infrastructure, DevOps Engineer, Kubernetes Administrator, and Sox Compliance   *Mar-2021 - June - 2024*

UST Global| Mexico Client: AvidXChange

My journey has been diverse and impactful across various teams and projects. I started on the monitoring team, where I contributed to enhancing application visibility and performance through Logic Apps and Dynatrace. Transitioning to the Next Gen team, I played a pivotal role in modernizing legacy applications into a microservices architecture using Kubernetes and Docker. Currently, I am part of the PAGE team, focusing on ensuring top-notch security practices, SOX compliance, and creating infrastructure using Terraform on Microsoft Azure.

Roles:

- **Monitoring Team:** Collaborated with the monitoring team to enhance application visibility and performance monitoring using Logic Apps and Dynatrace. Developed and maintained Logic Apps for automating monitoring tasks, alerting, and incident response. Implemented monitoring dashboards and alerts to proactively identify and address performance issues.
- **Next Gen Team**: Played a crucial role in modernizing legacy applications into a microservices architecture using Kubernetes and Docker. Designed and implemented Kubernetes clusters for container orchestration, ensuring scalability, reliability, and efficient resource utilization.

- **PAGE Team:** Currently part of the PAGE team, focused on ensuring best security practices, SOX compliance, and infrastructure as code using Terraform on Microsoft Azure. Implemented security measures such as access controls, encryption, and auditing to protect sensitive data and ensure regulatory compliance. Developed Terraform modules and templates for teams to provision and manage infrastructure resources on Azure efficiently.

Achievements:

- Contributed to the implementation of security best practices and SOX compliance measures, ensuring data protection and regulatory adherence across projects,
- Implemented automated monitoring dashboards and alerts, resulting in a 40% improvement in performance visibility and proactive issue detection for critical applications.

DevOps Engineer

Dec - 2020 - Mar = 2021

WSAudiology | Mexico, and USA

I played a critical role in the deployment and management of a web application running on Debian Linux and a database system running on Red Hat Linux. My responsibilities ranged from configuring and maintaining server infrastructure to implementing automation tools and ensuring seamless operation of the entire system stack.

Key Responsibilities:

- Linux Server Management: Managed and maintained Linux servers, including Debian for the web application and Red Hat for the database, ensuring optimal performance, security, and reliability.

- Deployment Automation: Designed and implemented automated deployment pipelines using tools like Jenkins or Ansible to streamline the deployment process of the web application and database updates.

- System Configuration: Configured and optimized server configurations, network settings, and security protocols to meet application and database requirements and industry best practices.

- Monitoring and Alerting: Implemented monitoring solutions (e.g., Nagios, Prometheus) to monitor system health, performance metrics, and log data, enabling proactive issue detection and resolution.

- Database Administration: Managed the Red Hat Linux-based database system, including database setup, configuration, performance tuning, backups, and disaster recovery planning.

- Scripting and Automation: Developed scripts. Automate routine tasks, such as backups, log rotation, and server maintenance, improving operational efficiency.
- Security and Compliance: Implemented security measures, access controls, and data encryption mechanisms to protect sensitive data and ensure compliance with regulatory requirements.

Achievements:

- Successfully deployed and maintained a Linux-based web application and database system, achieving high availability.
- Received positive feedback from stakeholders for effectively managing Linux-based infrastructure, contributing to the overall success of the web application and database systems.

DevOps Engineer

iTexico | Mexico, and USA
Client: BestPass, and GetGiddy

At iTexico, I worked in a dynamic environment where my services were contracted out to various clients. This unique setup allowed me to gain diverse experience across different industries and work on a wide range of projects, from software development and deployment to infrastructure management and automation.

Client: BestPass

As a DevOps Engineer at BestPass, my primary focus was on deploying a web application running on Internet Information Services (IIS) using TeamCity as the Continuous Integration and Continuous Deployment (CI/CD) tool. Additionally, I played a key role in managing our Azure Hybrid environment and developing Logic Apps to automate workflows and improve operational efficiency.

Key Responsibilities:

- CI/CD Pipeline Management: Designed, implemented, and maintained CI/CD pipelines using TeamCity to automate the deployment of the web application on IIS, ensuring rapid and reliable software releases.

- Web Application Deployment: Managed the deployment process of the web application to IIS servers, including configuration management, version control, and performance optimization to deliver a seamless user experience.

Achievements:

- Successfully implemented a fully automated CI/CD pipeline using TeamCity, reducing deployment times by 50% and improving software quality.
- Streamlined the deployment process of the web application on IIS servers, resulting in zero downtime deployments and improved user satisfaction.

Client: GetGiddy

I played a crucial role in optimizing systems, automating workflows, and leveraging log analytics data to drive sales and business growth.

Key Responsibilities:

- Logic App Development: Designed, developed, and maintained logic apps within Azure to automate business processes, integrate systems, and improve workflow efficiency.
- Data Analysis: Reviewed and analyzed log analytics data to identify trends, anomalies, and opportunities for optimization, providing actionable insights to drive sales strategies.

DevOps Engineer

Muttal | Mexico City, Mexico

Client: Boxer Property, and 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.

Achievements:

- Successfully reduced application downtime by implementing proactive monitoring and alerting systems.
- Improved database performance by optimizing queries and implementing indexing strategies, leading to faster data retrieval and processing times.
- Developed automation scripts for routine maintenance tasks, reducing manual effort and improving system reliability.
- Implemented a robust deployment pipeline using continuous integration/continuous deployment (CI/CD) practices, resulting in more frequent and reliable software releases.

GSuite Specialist & GCP Support Specialist

EPAM Systems | Mexico City, Mexico

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.

Achievements:

- Recognized as a top-performing Customer Support Specialist by Google for consistently exceeding client expectations and delivering exceptional service.
- Received accolades from clients for providing innovative solutions that significantly improved their productivity and efficiency within the G Suite environment.
- Successfully resolved a high volume of technical inquiries and escalated issues, maintaining a customer satisfaction rating of over 95%..

Name: Alejandro García Rodríguez Bueno

Role: Manger at UST Global

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Name: Omar Mariscal

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Reference Note

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Name: Prashant Dasamantarao

Role: Dynatrace Admin at Value Labs

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Name: Nic Henderson

Role: Product Owner - ServiceNow at Brightspeed

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Name: Felipe Nahum

Role: DevOps Sortware Engineer Lead

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Linkedin Recommendation

Name: Michael Watson-Fore

References Note

Name: Jose Mario Amezcua Duran

References Note

Name: Jared Gamez

References Note

Name: Sean Russell

References Note

Name: Felipe Won Jin Cho

References Note

Name: Roy Calzadilla

References Note

Name: Meera Petkar

References Note

Name: Prashant Dasamantarao

References Note