

# Joel Benjamin Castillo

**Github** [github.com/joelbcastillo](https://github.com/joelbcastillo)

**LinkedIn** [linkedin.com/in/joelbcastillo/](https://linkedin.com/in/joelbcastillo/)

*An excellent problem-solver possessing great communication skills and a passion for learning and implementing new technologies. 12 years of proven expertise in developing, implementing, testing, and debugging high performing and distributed software solutions. Highly proficient in object-oriented programming, web development, cloud infrastructure, and database technologies.*

## SKILLS

- Application and Cloud Security
- Programming Languages: Python, Go, Ruby, Bash, Javascript, Typescript
- Cloud Infrastructure: AWS, Azure
- Budget Administration
- Linux Systems Administration
- Source and Version Control: Git, Github
- Tools: Terraform, Ansible, Consul, Vault, Packer, Nginx, ElasticSearch, PostgreSQL, MySQL
- Cross-functional Collaboration

## EXPERIENCE

### Technical Lead, DevOps

*Hyperfine*

*May 2021 - Jan 2024*

- Architected and built a SOC2 and HIPAA compliant, multi-region AWS infrastructure for Hyperfine's SaaS applications
- Improved the reliability and stability of Hyperfine Cloud Software by implementing improved monitoring and alerting on the underlying infrastructure using CloudWatch and Elastic Cloud
- Developed and implemented policies, procedures, and technical controls to achieve SOC2 and HITRUST certifications for the Hyperfine product and corporate systems
- Maintained and supported AI training and deployment infrastructure in AWS using Kubeflow and ArgoCD
- Developed CI/CD pipelines for the Hyperfine cloud platform and reduced deployment times from approximately 5 hours to under 10 minutes and failure rates to less than 10%
- Collaborated with cross-functional teams to plan and execute software deployments in a regulated environment including identifying process improvements to reduce the lead time of a release by 60%
- Hired and led a team of DevOps professionals in implementing best practices for development, deployment, monitoring, and observability across the organization
- Managed incidents and led post-mortems to share organizational knowledge and improve processes and procedures
- Supported customer-facing teams in deploying and troubleshooting deployed Hyperfine units at customer sites

### Director of Application Development

*New York City Department of Records and Information Services*

*Jan 2015 - Jan 2021*

- Designed application architectures for enterprise applications hosted in both public and private clouds
- Led a project to migrate multiple applications and associated data from AWS to Azure
- Utilized Infrastructure as Code tools to build and maintain development, testing, staging, and production environments for application development projects
- Performed regular code reviews and audits to ensure quality and security
- Established the standards and procedures for the development team and led the execution of the protocol

- Prepared capital and expense budget requests to fund small- and large-scale application development projects
- Developed job descriptions and hired staff to establish a development team for the Department of Records
- Assisted in the development and implementation of security policies and procedures for the agency
- Hired, supervised, and mentored undergraduate student interns integrated directly with the development team.

### **Development Team Lead**

*New York City Department of Records and Information Services*

*Jan 2013 - Jan 2015*

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- Developed and implemented a staffing plan to create a development team at the department of records
- Developed a policy for code reviews and code audits to ensure code quality
- Standardized the SDLC for the development team
- Regularly trained business users on application usage
- Generated technical documentation for application development projects
- Designed and deployed an open-source search engine for government documents as required by Section 1133 of the NYC Charter while supervising a team of 3 college interns.

### **MIS Technician / Web Developer / Web Master**

*New York City Department of Records and Information Services*

*Jan 2012 - Jan 2013*

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- Provided desktop support and troubleshooting for Windows XP, Vista, and 7 machines
- Developed backup and recovery plans for agency servers and storage arrays
- Implemented a Help Desk ticket system for tracking support requests
- Updated network configuration for all locations to increase capacity
- Maintained a Windows domain supporting the agency over three locations.

### **EDUCATION**

#### **Masters of Science in Cybersecurity**

*NYU Tandon School of Engineering*

*May 2022*

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#### **Bachelors of Science in Computer Science**

*NYU Tandon School of Engineering, US*

*May 2016*

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### **AWARDS**

- NYC Public Sector CIO Academy Rising Star Award, 2018
- Department of Information Technology & Telecommunications Excellence in IT Service and Support Award, 2012
- Myron M. Rosenthal Computer Science Project Prize, 2015

### **LANGUAGES**

- English, *Native Proficiency*
- Spanish, *Native Proficiency*