

JUAN FELIPE CASTILLO COLLAZOS

Identity & Access Management (IAM) Engineer | Microsoft Entra ID | Cloud Security

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PROFESSIONAL SUMMARY

IT Infrastructure and Identity & Access Management professional with 5+ years administering enterprise-scale Microsoft Entra ID, Active Directory, and Microsoft 365 environments for 2,500+ users. Hands-on experience implementing Conditional Access, MFA/SSO, identity governance, and Zero Trust network access (ZTNA) in coordination with Information Security teams. Recently expanded scope into perimeter security (OPNsense firewalls), SIEM threat detection (Wazuh), infrastructure monitoring (Zabbix), and virtualization (VMware vSphere/ESXi), alongside Python/PowerShell automation. Track record of maintaining 99.9% service availability, reducing MTTR by 15%, and leading cross-functional support teams. Currently deepening formal identity-security expertise (Microsoft SC-300) to transition into a dedicated IAM/Cloud Security Engineer role.

CORE SKILLS

- Identity & Access: Microsoft Entra ID (Azure AD), Conditional Access, MFA/SSO, Active Directory (on-prem & virtualized), GPO / RBAC, Identity Governance & Access Audits
- Security Operations: SIEM (Wazuh), OPNsense Firewalls & Network Segmentation, VPN Architectures (Site-to-Site, Client-to-Site, ZTNA), MDM/EDR (Intune, Google Endpoint), Email Security (SPF/DKIM/DMARC)
- Cloud, Virtualization & Monitoring: Microsoft 365, Google Workspace, Azure, VMware vSphere/ESXi, Zabbix, Azure REST APIs
- Automation & Scripting: Python, PowerShell, Google Apps Script, Linux command-line tools, KQL (in progress)
- Service Management: ServiceNow, Freshservice, Jira, Zoho, Slack, SLA/OLA monitoring, ITIL practices, Vendor/MSP negotiation
- End-User Computing: VDI (Citrix, VMware), Windows Server (2012/2019), IT Asset Lifecycle & Logistics

PROFESSIONAL EXPERIENCE

Systems Administrator — CESPlus Cinema

Jul 2026 – Present

Bogotá, Colombia

- Administer corporate identity across Google Workspace, Zoho, Microsoft 365, and Slack, implementing SSO, MFA, and periodic access audits; secure domains, DNS, and email routing (SPF, DKIM, DMARC).
- Design corporate VPN architectures (Site-to-Site, Client-to-Site, ZTNA) and enforce MDM policies (Intune, Google Endpoint) covering disk encryption, patch management, and EDR.
- Direct the full hardware asset lifecycle — procurement, imaging, and security baselining — including cross-border LATAM shipping and customs coordination for distributed teams.
- Build operational automations in Python, PowerShell, and Google Apps Script, and roll out AI chatbots (Zoho SalesIQ, Slack) to accelerate ticket resolution.
- Lead helpdesk support and SLA compliance across departments, and negotiate vendor/MSP contracts to optimize enterprise software costs.

IT System Administrator — LinkUp Talents

Aug 2026 – Present

Bogotá, Colombia

- Administer enterprise VMware environments (vSphere/ESXi), managing VM deployment, resource allocation, and infrastructure optimization for high availability.
- Deploy and manage virtualized Active Directory domain controllers, enforcing GPO policies and role-based access control (RBAC) for core directory services.
- Configure and maintain OPNsense firewalls, implementing network segmentation, secure routing, and perimeter traffic rules.

- Administer Wazuh SIEM for threat detection alongside Zabbix for performance monitoring; develop custom Azure REST API integrations to track real-time telemetry.
- Lead full-stack deployment, baseline hardening, and ongoing administration of enterprise IT software and virtualized server environments.

Systems Administrator — Visa
Bogotá, Colombia

Jun 2025 – May 2026

- Administered VDI system solutions end-to-end, including policy and procedure design for enterprise deployment.
- Managed Microsoft 365 hybrid deployment and security policies; provided engineering escalation support for Azure, Conditional Access, and Intune.
- Partnered with the Information Security Office to validate that deployed solutions met corporate security requirements, supporting security alert investigation and analysis.
- Documented policies, procedures, and training plans for systems administration and operations teams.

IAM Support Engineer L2 — Samana Group LLC
Bogotá, Colombia

Apr 2025 – May 2025

- Delivered Level 2 Identity & Access Management support across Microsoft 365, Active Directory, PeopleSoft (myHR, Finance), OneView, MAPS, NVS, and Fexco.
- Authored resolution-process documentation for identity and access tickets across all supported platforms.

Infrastructure Engineer — Belcorp
Tocancipá, Colombia

Jan 2024 – Apr 2025

- Managed and secured Azure, Microsoft 365, Entra ID, and Intune environments for 2,500+ users, sustaining 99.9% service availability for mission-critical operations.
- Led a 30-person support organization (10 onsite engineers + 20 Help Desk agents), reducing average ticket resolution time (MTTR) by 15% and achieving 92% user satisfaction.
- Negotiated and managed service delivery with 5+ external IT providers, securing a 10% cost saving on annual IT procurement.
- Reported SLA/OLA metrics and KPIs to executive leadership, driving continuous improvement across the IT department.

IT Support Specialist — PeakSupport
Bogotá, Colombia

Aug 2023 – Jan 2024

- Administered Azure AD (users, security, policies), Microsoft 365, Exchange, Entra ID, Autopilot, and Intune across the full identity and device lifecycle.

IT Leader / IT Support Specialist — 1980TIC Cloud
Bogotá, Colombia

Mar 2021 – Jul 2023

- Administered Azure AD identity, security policies, and Microsoft 365/Exchange across a multi-client support environment (VMware ESXi, Proxmox, Linode, OVH).
- Oversaw 1,500+ client support requests, cutting resolution time by 50% and reaching an 86% customer satisfaction rate through new QA processes.

Trainee — MarketMix
Bogotá, Colombia

Aug 2020 – Mar 2021

- Administered Windows Server 2012 and AWS EC2 infrastructure, Nagios monitoring, and Sophos security policies.

CERTIFICATIONS

- Microsoft Certified: Identity and Access Administrator Associate (SC-300) — In Progress

EDUCATION

- Software Engineering (in progress) — Corporación Universitaria Iberoamericana, Bogotá
- Technology Degree, Mechatronics (Mecydice) — SENA, Bogotá (2021)