

Cullen Diebold

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PROFESSIONAL SUMMARY

Results-driven DevSecOps & Systems Engineer with 8+ years of experience spanning cloud infrastructure, cybersecurity, endpoint management, and compliance. Proven track record maintaining SOC 2 Type II compliance, leading production deployments across multi-region AWS environments, conducting vendor security reviews, and serving as the primary IT escalation point for executive leadership. Adept at building automation frameworks, securing SSO integrations, and translating complex technical requirements into operational solutions.

TECHNICAL SKILLS

Cloud & Infrastructure: AWS (EC2, Lambda, S3, Route 53, IAM, Secrets Manager, Network Firewall), Docker, Linux/Ubuntu, Hyper-V

Security & Compliance: SOC 2 Type II, Cortex XDR, Bitdefender, LastPass (MFA/Admin), Okta, SAML, OneLogin, Virtru, Vendor Security Reviews, DPA/MSA Reviews, Security Awareness Training (Curricula/SAT)

Endpoint & Systems: macOS MDM (Addigy), Windows Server 2016, Azure, O365 Global Admin, SharePoint, G-Suite, CentOS 7

DevOps & Automation: CI/CD Pipelines, Planned Change Management (PCM), Bash/PowerShell Scripting, SQL, GitHub, Agile/SAFe

Platforms & Tools: Jira Administration, Confluence, Atlassian Stack, Oracle Products, Cisco, Java, C#, HTML/CSS

PROFESSIONAL EXPERIENCE

DevSecOps Engineer | Verified *First*

2023 – Present

- Primary IT contact for company ownership; sole escalation path for all executive-level IT and security matters
- Achieved and maintained SOC 2 Type II compliance for 2023, 2024, and 2025 audit cycles, coordinating evidence collection across all engineering teams
- Lead executor on Planned Change Management (PCM) production deployments, overseeing all change requests across four AWS regions to ensure high-availability application uptime
- Designed and deployed the Accio Automation Framework to AWS (Ubuntu EC2 + Docker Compose), replacing a 3-VM RPA architecture and automating OFAC, OIG, and SAM compliance checks—reducing infrastructure cost by ~66%
- Manage multi-region AWS infrastructure including EC2, Lambda, S3, Route 53, IAM, Secrets Manager, and Network Firewall rule sets (FQDN allowlisting)
- Administer 200+ macOS endpoints via Addigy MDM, enforcing security baselines, software deployments, and patch compliance
- Conduct vendor security reviews and compliance assessments (SOC 2, DPA, MSA) for third-party integrations including international and Fortune-500-tier partners
- Configure and support client-facing SSO integrations using Okta, SAML, and OneLogin; maintain internal SOP documentation and serve as subject-matter expert
- Own the company's Security Awareness Training program (Curricula/SAT)—design, distribute, and track quarterly training campaigns for all staff
- Maintain engineering documentation in Confluence; serve as Jira Administrator for the IT organization
- Manage LastPass enterprise deployment including MFA enforcement and access policy administration

Windows Systems Administrator | Safety *Services Company*

2023 – Present

- Administer six on-site Windows Server 2016 instances including patching, backup, and disaster recovery
- Manage 42+ virtual machines in Hyper-V; maintain VM lifecycle, snapshots, and resource optimization
- O365 Global Administrator—manage Exchange, Teams, SharePoint, and Azure Active Directory for the full organization

- Develop SSRS scripts and SQL queries for business intelligence and operational reporting
- Create and maintain Group Policy Objects (GPOs) to enforce security baselines and optimize end-user experience
- Lead onboarding and offboarding workflows; manage Azure infrastructure and role assignments
- Central escalation point for Tier 2 and Tier 3 IT support tickets

Director of Service (IT Contractor) | *State of Tennessee – BIS* 2020 – 2023

- Supervised multiple cross-functional teams covering hardware, software, and networking across Tennessee and the southeastern US
- Maintained 300+ CentOS 7 servers and managed nightly backup operations across 300+ county sites
- Managed annual contract agreements and approved departmental expenses; led team meetings and approved pay-period documentation
- Automated recurring operational tasks via scripting to increase team productivity
- Delivered Tier 2 and Tier 3 support; handled urgent remote resolutions for kiosk and server infrastructure

Systems & Database Administrator | *Regulatory Solutions Group – CGI* 2018 – 2020

- Served as DBA for ERP platforms supporting multiple Fortune-500 clients; wrote and executed complex SQL queries globally
- Administered the PS360 application and contributed to SSO implementation via Microsoft Silverlight
- Designed ‘PAL’—an internally-built PowerShell auditing tool still in active use across Fortune-500 environments
- Managed and revised EHS (Extremely Hazardous Substance) and OSHA documentation; maintained ongoing international client communications

Software Developer – Project Vulcan | *CGI* 2018 – 2019

- Built a fully Agile incident-reporting application for Southwest Virginia firefighters using Docker and Vagrant
- Developed frontend web display in a UNIX container and backend database with MongoDB
- Implemented offline-first functionality enabling reports to queue locally and transmit upon reconnection

PERSONAL PROJECTS & CONTINUED LEARNING

Self-Hosted AWS Web Presence | 2019 – Present

- Self-hosts cullendiebold.com on an EC2 Ubuntu instance; serves static assets from S3; uses Route 53 for DNS
- Implemented Lambda microservice triggers for traffic monitoring and auto-healing instance recovery

Embedded Systems & Robotics Hobbyist | 2014 – Present

- Builds robotics projects using Arduino and TI Launchpad microprocessors; programs in C/C++
- Chapter leader in a local 3D-printing association; skilled in soldering and PCB rework

EDUCATION

Bachelor of Science in Computing – Concentration: Information Technology

East Tennessee State University (ETSU), Johnson City, TN • May 2018

Accreditation: Computing Accreditation Commission (CAC) of ABET — #1 Ranked in Tennessee

Key Courses: Software Engineering • System Administration • Embedded Systems

AWARDS & ASSOCIATIONS

- Culture & Spirit Award – Verified First (2023, 2025)
- Operational Excellence Award – Verified First (2024)
- Vision & Values Award – Safety Services Company (2023)
- SAFe Agile – Scaled Agilist Certification (Aug 2018 – Aug 2021)
- Association for Computing Machinery (ACM) – Member since 2016
- Institute of Electrical and Electronics Engineers (IEEE) – Member since 2016