

Marc Jayson Macaburas

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Results-driven Technical Specialist transitioning into DevOps and Cloud Engineering, bringing 9+ years of experience in technical support, solution design, and systems maintenance. Skilled in troubleshooting complex systems, automating processes, and optimizing cloud infrastructure. Proven ability to collaborate across global teams and deliver scalable, reliable, and efficient IT solutions.

WORK EXPERIENCE

Ingram Micro

June 2023 - March 2025

Associate III, Technical Support

- Delivered Tier 1-2 technical support for V7 hardware across NA/EU, resolving issues via root cause analysis to meet SLA targets.
- Troubleshot incidents involving monitors, peripherals, UPS, racks, and interactive displays.
- Managed RMA workflows in SAP, reducing replacement turnaround time.
- Authored knowledge base articles to improve first-call resolution rates.
- Collaborated with cross-functional teams to align support with business goals.

Ingram Micro

September 2020 - June 2023

Associate III, Pre-sales Solution Design

- Designed scalable IT solutions tailored to business requirements.
- Provided recommendations for multi-vendor hardware and peripherals (Lenovo, HP, Dell, Microsoft, Samsung, Acer, Asus, MSI).
- Optimized system builds with hardware upgrades(memory/storage/NICs/GPUs)to improve performance and reliability.
- Produced BOMs, and quotes to support deployment projects.
- Collaborated with networking, security, and server teams on integrated architectures.

Gruppo EMS/ERTI

September 2015 - Mar 2020

Technician II - Test Systems Equipment

- Operated and maintained automated test systems (CTS, Teradyne Flex, Harris & Tuvey, National Instruments) for production quality.
- Implemented preventative maintenance schedules to reduce downtime.
- Conducted final device testing and quality checks to meet compliance standards.
- Trained and mentored junior technicians on maintenance and testing best practices.
- Maintained documentation for audits, traceability, and process improvement.

EDUCATION

Philippine Coding Camp
April 2025 - July 2025

DevOps Bootcamp

Batangas State University
- TNEU
2010 - 2015

Bachelor of Industrial Technology - Major in Electrical Technology

- With Diploma in Technician Course in Electrical Technology

TECHNICAL SKILLS

DevOps Tools:

- Docker
- Version Control (Git)
- CI/CD Pipeline Automation (Github Actions/Jenkins)
- Amazon Web Services (EC2, S3, IAM, VPC, Cloudwatch, Cloudformation)
- Configuration Management (Ansible)
- Infrastructure-as-Code (Terraform)
- Kubernetes
- Databases (MongoDB, MySQL)

System and Platforms:

- Linux (Ubuntu, Amazon Linux, Fedora)
- Virtualization(Vagrant)

Scripting:

- Bash
- Python

Tools:

- MS Office 365
- SAP

Technical Support:

- Desktop, Laptops
- UPS, Charging Carts, Racks
- Peripherals
- Monitors and Interactive Displays

PROJECTS

Portfolio: <https://marcsman007.github.io/web-portfolio/>

MERN Car Rental App with CI/CD on AWS

- Built and deployed a full-stack MERN web application on AWS EC2 using Docker containers.
- Integrated GitHub Actions for automated CI/CD pipeline deployments.

Cloud Monitoring Stack

- Set up Prometheus and Grafana to monitor server metrics (CPU, memory, uptime).

Infrastructure Automation with Terraform

- Automated provisioning of AWS VPC, subnets, EC2 instances, and S3 buckets using Terraform.
- Applied Infrastructure-as-Code principles for repeatable and scalable deployments.

Bash and Python Automation Scripts

- Created scripts for AWS resource cleanup, log parsing, and daily health checks.
- Reduced manual maintenance time and improved consistency in repetitive tasks.

LANGUAGE

English

Filipino

REFERENCES

Rino Romulo Loyola

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