

# Marc Jayson Macaburas

+639275802069 · macaburasmarcjayson@gmail.com · www.linkedin.com/in/marc-jayson-macaburas  
San Jose, Occidental Mindoro, Philippines

Results-driven Technical Specialist transitioning into DevOps engineering, with 9+ years of experience in technical support, solution design, and systems maintenance. Skilled in troubleshooting complex issues, designing scalable IT solutions, and collaborating across global teams. Strong in root cause analysis, process automation, and infrastructure optimization.

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## 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.
- Troubleshoot 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 to improve performance and reliability.
- Produced technical diagrams, 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.

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## 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
- Peripherals
- Monitors and Interactive Displays

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## LANGUAGE

English

Filipino

## REFERENCES

### Rino Romulo Loyola

Supervisor  
Ingram Micro

**Phone:** +639190907466

**Email:** rinoromulo.loyola@ingrammicro.com

### Chelly Seanne Chan

Associate Professional, Technical Support  
Ingram Micro

**Phone:** +639175777812

**Email:** chelly.chan@ingrammicro.com