

MARCUS LIBUTAN

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Infrastructure and cloud operations engineer with a track record of cleaning up manual processes and replacing them with something better. Works across AWS, Hyper-V, Active Directory, and endpoint security, and uses AI-assisted development to build and ship internal tooling faster.

EXPERIENCE

Lead Operations Engineer | *Rimrock Capital Management*, Irvine, CA January 2025 – Present

- Built a Python-based operations bot integrated with Slack, enabling IT to execute commands across AD, AWS EC2, and office systems including account unlocks, instance management, and door access control from a single interface. Later migrated to a web GUI, broadening team accessibility.
- Maintain hybrid cloud infrastructure across AWS and Hyper-V, managing EC2 instances, VPC configurations, NACLs, CloudWatch, and Druva-based backup operations to ensure scalability, uptime, and recovery readiness.
- Migrated VPN from an office-dependent setup to OpenVPN hosted on AWS, ensuring connectivity for 25 remote employees remains available even during on-site power outages.
- Implemented a structured patching schedule across 50+ endpoints using WSUS, Ansible, and Nessus for vulnerability scanning, replacing an unscheduled process where updates were pushed simultaneously across the entire environment.
- Replaced 6 Cisco switches with 2 Ubiquiti UniFi switches as part of a full network cutover, right sizing the switching layer following cloud migration and gaining significantly improved visibility through the UniFi controller.
- Enforced endpoint security and compliance across 45 devices using Absolute for asset tracking and Bitdefender for AV/EDR, maintaining full visibility and protection across the managed fleet.

IT Operations Engineer | *Rimrock Capital Management*, Irvine, CA March 2023 – January 2025

- Led migration of on-prem servers to AWS, cutting EC2 spend by 25% while improving overall system performance and reliability.
- Rebuilt virtualization environment by migrating critical workloads from vSphere ESXi to Hyper-V, improving performance and eliminating unnecessary licensing costs.
- Upgraded legacy Windows and Linux systems and integrated monitoring tools to improve environment visibility and reduce mean time to resolution.
- Managed Active Directory environment including OUs, GPOs, and Domain Controllers to support centralized identity management and policy enforcement.
- Coordinated with vendors to define technical requirements and execute infrastructure upgrades with minimal disruption to end users.

Product Support Engineer Intern | *Linksys*, Irvine, CA May 2022 – August 2022

- Triaged escalated firmware/hardware support cases, collaborating with L2/L3 support, QA, and engineering teams.
- Resolved over 100 open customer cases through in-depth research, troubleshooting, and timely solutions.
- Documented bugs in JIRA and tracked support trends in Salesforce to support faster case resolution.
- Presented firmware trend analysis to product managers, influencing future development priorities.

EDUCATION

Bachelor of Science in Computer Information Systems

California State Polytechnic University, Pomona, CA

- Concentration: **Information Security and Forensics**
- Relevant Coursework: Telecommunication Networks, IT Infrastructure, Contemporary Operating Systems, Object-Oriented Programming, Network Security, Information Security, Computer Forensics

SKILLS & OTHER

Technical Skills: Network Troubleshooting, VPN Configuration, Server Virtualization, Cloud Computing, Active Directory, IAM/GPO, Security Patching, Python, PowerShell Scripting, Monitoring & Alerting, Disaster Recovery

Tools & Platforms: AWS, Hyper-V, OpenVPN, WSUS, Ansible, Druva, Bitdefender, WatchGuard, Nessus, KnowBe4, Absolute, JIRA, Ubiquiti, Zabbix, Grafana, CloudWatch, SNS, Lambda