

Marcus Whitman

Cloud Infrastructure & Automation Engineer

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SUMMARY

Cloud infrastructure and automation engineer with 20+ years in enterprise IT, managed services, and military operations. Building and automating Azure infrastructure at an MSP, independently delivering end-to-end client onboarding, delegated administration across client M365 tenants, and security tooling for 50+ client organizations. Designed an AI-assisted automation framework and migrated the automation codebase to GitHub with a secret-scanning CI gate. AWS Solutions Architect - Professional certified.

TECHNICAL SKILLS

Cloud Platforms: AWS (EC2, VPC, S3, CloudFormation, Application Migration), Azure (VMs, Key Vault, Entra ID)

Infrastructure as Code: AWS CloudFormation

CI/CD & Version Control: Git, GitHub, GitHub Actions, gitleaks secret scanning, pre-commit hooks

Automation & Scripting: PowerShell, Python, Power Automate

AI-Assisted Development: Production automation via Claude Code (Python, PowerShell), 20+ reusable infrastructure workflows, prompt engineering for infrastructure automation

Identity & Security: Entra ID / Hybrid Azure AD, Active Directory, GDAP / CSP delegated admin, Microsoft Graph (PowerShell), Duo MFA, Proofpoint, SSO, OAuth 2.0, certificate-based auth

Monitoring & Management: NinjaRMM, Auvik, PagerDuty, SentinelOne, N-Central

Virtualization: VMware, Hyper-V, Citrix Cloud / XenApp

Networking: DNS, DHCP, TLS/SSL certificates, nginx, IIS, Citrix NetScaler, SonicWall, firewall administration

Collaboration & ITSM: M365 Administration, SharePoint, Exchange Online, Jira / JSM, Halo PSA, IT Glue, Confluence

PROFESSIONAL EXPERIENCE

Inzo Technologies, St. Louis, MO - *Senior Infrastructure Engineer*

August 2025 - Present

- Independently onboarded 2 managed services clients end-to-end, owning M365 tenant and license migration, Active Directory takeover, NinjaRMM and Auvik device enrollment, Proofpoint email security configuration, SentinelOne EDR deployment, and Duo MFA subscription migration
- Led the technical onboarding of an acquired MSP (~22 client organizations) onto the company's standard toolset, building out ~370 IT Glue infrastructure assets across 20+ organizations and migrating documentation and credentials off plaintext SharePoint storage
- Enrolled the company as a Microsoft CSP Indirect Reseller and established GDAP delegated administration across 10+ client M365 tenants via M365 Lighthouse bulk templates, replacing per-client admin accounts with single-identity delegated access; automated role-assignable security group creation and GDAP auto-extension through Microsoft Graph
- Migrated a PowerShell and Python automation codebase from AWS CodeCommit to GitHub and built a GitHub Actions CI workflow that scans every push and pull request for committed secrets (gitleaks), backed by pre-commit hooks
- Led company-wide Duo MFA rollout, enrolling all employees and configuring SSO integration for 8 internal services
- Stood up PagerDuty with escalation policies and phone system alerting; built Power Automate flows publishing on-call schedules to shared calendars with automated weekly notifications
- Directed development of a document migration pipeline from SharePoint to IT Glue using AI-assisted workflows, migrating ~3,500 documents across 28 client organizations with automated categorization
- Deployed phishing simulation platform on Azure using AI-assisted automation, with TLS, SMTP relay, and secrets managed through Azure Key Vault

- Automated RMM device classification across 76 organizations and 510 devices via NinjaOne API, replacing manual device tagging with single-execution scripting
- Performed a SonicWall firewall security assessment across 14 managed firewalls, building Python tooling against the SonicWall NSM Cloud API to pull and analyze Tech Support Reports; surfaced critical findings including expired UTM licensing and active credential-guessing, documented with remediation guidance in IT Glue
- Conducted security infrastructure assessments for managed services clients covering network documentation, DNS validation, EDR coverage verification, failover testing, and backup validation, with AI-directed audit tooling
- Designed an AI-enabled infrastructure automation framework with 20+ reusable workflows, standardizing security audits, network documentation, document migration, and client onboarding across 50+ client organizations

Keystone Technologies, Eureka, MO - System Administrator

September 2018 - July 2025 *(promoted from Service Desk Technician, 2020)*

- Built and managed hybrid Entra ID / on-premises Active Directory domains for new and existing clients, and configured and administered Citrix Cloud environments hosted in AWS
- Led a full data center migration of 30+ servers for a large elder-care organization using AWS Application Migration Service
- Configured EC2 instances, VPCs, and CloudFormation templates for new client environments across the portfolio
- Served as primary administrator for N-Central RMM, managing monitoring and patching across the client portfolio
- Consolidated documentation by migrating IT Glue to Confluence and led migration from LastPass to Keeper, improving cross-team knowledge access and security posture
- Automated server and workstation management with PowerShell, reducing manual intervention across routine maintenance workflows

REJIS, St. Louis, MO - Associate Network Analyst

March 2016 - September 2018

- Administered Windows Server infrastructure and Active Directory for multiple municipal government clients across the St. Louis metropolitan area
- Managed WSUS patching, Dell Kace software deployment, and Citrix XenDesktop support for St. Louis County

BJC HealthCare, St. Louis, MO - Senior Customer Support Technician

September 2010 - February 2016 *(promoted from Customer Support Technician, 2012)*

- Provided enterprise desktop, application, and hardware support for clinical and administrative staff across a 15-hospital health system in a HIPAA-regulated environment

United States Navy, USS Farragut (DDG-99) - AEGIS Computer Network Technician

February 2004 - March 2010

- Administered a 41-node HP-UNIX combat systems network with fiber optic backbone and Cisco routing infrastructure, performing scheduled maintenance, system administration, and real-time troubleshooting during operational deployments
- Earned two Navy Achievement Medals: one for restoring command and control servers during a live missile exercise, and one for contributing to a 98% Cruise Missile Qualification score

CERTIFICATIONS

AWS Certified Solutions Architect - Professional (Recertified October 2024)

AWS Certified Solutions Architect - Associate (February 2019)

CompTIA A+ (2010)

VOLUNTEER

Ruling Elder, Midtown Church (PCA), St. Louis, MO (2020 - Present)

Provides organizational leadership and chairs the finance committee overseeing church budgeting; participates in governance and strategic planning

Volunteer System Administrator, Grace and Peace Fellowship, St. Louis, MO (2010 - 2011)