

# JUANMA CANALS

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My name is Juanma and I'm a Telecom Engineer with +3 years of experience in different engineering fields, such as Software Development and Solution Design, Project Management, R&D, IT Operations... but mainly I have learned how service is given to customers. I am very passionate about the SRE profession and would love to be an example of SRE in the future. I am seeking change; I want to find a place where I can help in the delivery of state-of-the-art technologies and software solutions.

## Professional Experience

### IBM/Kyndryl

#### SRE @ Banc Sabadell

Barcelona, Spain

July 2019 – Now

Working for Banc Sabadell client in IT Operations department focused on Monitoring, Automation and Operations improvement applying SRE Google Tenets.

- **Incident automatic remediation achieving a 30% reduction of manual action** integrating Event Management Tool, Ticketing Tool, and Automation Tool (Netcool, ServiceNow, Ansible Tower).
- **Alerting noise reduction** analyzing data of our events, detecting some problems in our monitoring tools. The result of this analysis ended up in a **reduction of 85% of the events generated**.
- **Panic buttons automation:** some of the IT Operations processes that must be executed when Major Incidents occur are very manual. Integrating multiple tools, like Ansible Tower, TWS (Mainframe), Azure, AWS... **I reduced the time of activating incident mitigation by 90%.**
- **Always involved in client-faced roles, managing projects and teams (+10 people)** and assuring delivery times. Multiple projects were deployed in Hybrid-cloud infrastructure (Openshift over AWS...)

Development/Monitoring Department

- **Docker, Jenkins**, and CI/CD environment implementation.
- **Angular and Back-end (PHP)** development.
- **Shellscripting** and **Linux system administration** for automation purposes mainly.
- **Grafana, Alertmanager and Exporters** stack management

### Iberia SRE Profession Lead

December 2020 – Now

I am leading the Spain & Portugal SRE Community for Kyndryl, helping with the role expansion, Client Units SRE culture adoption, community engagement, and coordination...

### Strategic Startups Alliances Coordinator

January 2021 – Now

I am responsible for analyzing and reaching out to startups aligned with our culture and practices, to explore and close strategic alliances.

### Kamleon

#### R&D Intern

Barcelona, Spain

Jan 2020 – July 2020

Development of health monitoring systems based on Machine Learning algorithms.

- Acquisition of biometrical data through sensors like ECG, PPG, and SpO2, integrated into a bathroom toilet.
- **Data processing** using **Python** libraries, formatting data to be analyzed.
- Recognize between 6 different people only using ECG data acquired, by **ML algorithms in Python**.

### Quside

#### Firmware Developer Intern

Barcelona, Spain

July 2019 – Sept 2019

- I worked with 7 series FPGAs like Kintex and Artix, and developed firmware to manage communication protocols (like AXI4) and writing/readings from memory (like DRAMs)

## Education

**Universitat Rovira I Virgili**

Sept 2016 – July 2020

**Telecommunications Engineering Degree: 8.6/10 (Best of promotion)**

• **Courses:** OOP in C, Java, Algorithms, Data Structures, Android App Development

## Skills

**Programming Languages:** C, Python, Java, Angular JS, Shellscripting, VHDL, Matlab, PHP

**Technologies:** Bash, Git, Docker, Linux Administration, APIs, Monitoring Tools, Jenkins

**Certifications:** IBM Agile Explorer, Leadership Practical Skills, Oral Presentation Courses, Kyndryl SRE Bootcamp, Google Devops Engineer (started)

**Languages:**

Catalan and Spanish: Native.

English: Professional Working Efficiency.