MIGUEL LLORENS
NOC Analyst | DevOps-oriented (in transition)

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PROFESSIONAL SUMMARY

NOC Analyst with over three years of experience monitoring and supporting production systems in a global healthcare environment. Strong background in incident response, observability, and cross-team collaboration. Currently transitioning into a DevOps role, with hands-on experience in Kubernetes, Docker, and cloud-based monitoring, supported by an Electronic Engineering degree.

WORK EXPERIENCE

Teladoc Health (US-based) – Remote| April 2022 – Present
NOC Analyst

- Monitored and supported production systems in a 24/7 global healthcare environment, ensuring service availability and SLA compliance.
- Responded to incidents and alerts using Grafana, Prometheus, New Relic, and ELK/Kibana, performing initial triage and impact assessment.
- Participated in incident response, escalation, and post-incident reviews with engineering, DevOps, and network teams.
- Managed alerting workflows and on-call coordination through PagerDuty, and documented incidents using Jira and internal runbooks.

EDUCATION

Universidad Tecnológica Nacional (UTN) – Argentina | 2015 - 2025
Electronic Engineering Degree

CERTIFICATIONS & COURSES

- Introduction to Kubernetes (LFS158) – Linux Foundation
- CCNAv7: Introduction to Networks – Cisco Networking Academy
- AWS Academy Graduate – Cloud Foundations

DEVOPS & KUBERNETES – HANDS-ON EXPERIENCE

- Built and deployed containerized frontend and backend applications using Docker and Kubernetes (Minikube).
- Defined and managed Kubernetes Deployments, Services, and Ingress resources using YAML manifests.
- Configured NGINX Ingress Controller with path-based routing for frontend and API services.
- Implemented liveness and readiness probes and troubleshot pod and rollout issues using kubectl.

LANGUAGES

- Spanish (native)
- English (B2 – professional working proficiency)