

KERVINTZ NOEL

Operations & Maintenance Analyst | Production Support | Application Reliability

Stoughton, MA | 786-923-6596 | kervintznoel@outlook.com | linkedin.com/in/kervintznoel | kervintznoel.com

PROFESSIONAL SUMMARY

Operations and application reliability professional with over ten years of IT experience supporting mission-critical enterprise systems, most recently in site reliability engineering at Liberty Mutual. Experienced monitoring application health and scheduled jobs in 24x7 production environments, triaging alerts, coordinating incident response, performing root cause analysis, authoring runbooks and operational documentation, and communicating status across technical teams, vendors, and business stakeholders. Prior background administering business-critical enterprise applications across six offices, including nightly cross-system data synchronization and vendor escalation. Hands-on with Datadog, BigPanda, CloudWatch, AWS, ServiceNow, Jira, SQL, and CI/CD. B.S. in Computer Science, Boston University.

CORE QUALIFICATIONS

Production Operations: Application and batch job monitoring, incident response, alert triage, root cause analysis, SLA and ticket management, system health reporting, maintenance and release support, runbooks and change documentation

Observability: Datadog (synthetic monitoring, performance indexing, tiered alerting, dashboards), BigPanda (alert correlation), Amazon CloudWatch, ServiceNow, log and alert analysis

Applications & Integrations: REST APIs, JSON, XML, Postman, AWS API Gateway and Lambda, event-driven systems, enterprise integrations, batch and data synchronization, secure file transfer over SFTP (FileZilla), interface failure troubleshooting

Systems & Data: SQL (queries and data analysis), DynamoDB, Windows Server, Linux and Unix command line fundamentals, Active Directory, Citrix, Microsoft 365

Delivery & Governance: ServiceNow, Jira, GitHub Actions, Bamboo, SDLC, Agile, technical requirements documentation, change and incident records

Programming: Python, JavaScript, React

PROFESSIONAL EXPERIENCE

Technology Associate, Site Reliability Engineering

Jan 2023 to Jun 2025

Liberty Mutual Insurance | Boston, MA

- Managed and evolved Datadog monitoring across enterprise applications, including synthetic checks and tiered alerting through Slack, BigPanda, and ServiceNow, improving proactive detection before user impact.
- Supported applications operating in 24x7 production environments by investigating alerts and failures across cloud services, APIs, and event-driven systems, and coordinating with application, platform, and business teams to assess impact and drive resolution.
- Authored an infrastructure restoration runbook covering virtual machine recovery, database restoration, backup validation, and post-restoration checks for use during high-priority incidents.
- Developed a diagnostic REST endpoint integrated with AWS API Gateway to investigate 403, 500, and 503 errors in a production incident-forwarding service, strengthening troubleshooting and root cause analysis workflows.
- Analyzed BigPanda alert-correlation patterns and refined rules and exclusion filters to improve alert quality, reduce noise, and speed incident triage.
- Contributed to a React system-health dashboard and backend APIs exposing application ownership and operational data, giving responders faster context during production incidents.
- Migrated CI/CD workflows from Bamboo to GitHub Actions across 15 repositories, coordinating Python runtime and dependency updates, production branch controls, and validation with ruff, pytest, tox, and AWS CDK assertions.

Cyber Security Analyst Intern

Jun 2022 to Dec 2022

Liberty Mutual Insurance | Boston, MA

- Led gap analysis and requirements gathering to replace a shared merger-and-acquisition tracking spreadsheet with a multi-user React application; created the wireframe, presented the approach to stakeholders, and delivered the approved solution.
- Created Jira boards and intake workflows that allowed cross-functional teams to submit, prioritize, and track requests with improved visibility and accountability.

Software Engineer Fellow

Jan 2022 to Aug 2022

Hack.Diversity | Boston, MA

- Collaborated in a nine-person Agile team to build a healthcare application for structured radiology reporting and implemented a REST API endpoint for patient-record updates.

User Support Specialist, Enterprise Applications

Jun 2019 to Nov 2021

Brown Rudnick LLP | Boston, MA

- Supported mission-critical legal enterprise applications across six offices and provided tier 2 and tier 3 escalation support for iManage Work, Aderant Expert, CompuLaw, CPi, IPDAS, Intapp, Exchange, and Citrix.
- Supported cross-system integrations including nightly Aderant-to-CompuLaw data synchronization, automated iManage workspace provisioning, and calendar synchronization between CompuLaw and Outlook.
- Handled secure file exchange over SFTP using FileZilla to transfer confidential case materials with outside counsel and co-counsel, verifying transfers and maintaining confidentiality controls on sensitive client data.
- Investigated application failures, document-access issues, permission breakdowns, workspace conflicts, and integration errors; performed root cause analysis, implemented corrective actions, and documented resolutions.
- Managed roles, permissions, and security configurations across Active Directory, iManage, and Citrix; coordinated with application vendors for escalations, patches, maintenance, and defect resolution.
- Maintained detailed tickets, knowledge-base articles, and troubleshooting guides, improving handoffs and reducing repeat incidents across the support team.
- Acted as liaison between end users, internal IT teams, and third-party vendors to communicate issue status, coordinate system changes, and resolve production-impacting problems.

Desktop Support Analyst

Sep 2018 to May 2019

Massachusetts College of Art and Design | Boston, MA

- Supported a public higher-education environment, deploying and configuring 100+ Windows and macOS systems and resolving application, identity, network, and device issues for faculty, staff, and students.
- Supported Windows 7 to Windows 10 migration activities, Group Policy, and software deployment and inventory through PDQ Deploy and PDQ Inventory.

IT Support Specialist

Sep 2016 to Jan 2018

Hamilton Brook Smith Reynolds, P.C. | Concord, MA

- Supported iManage, Microsoft Exchange, Active Directory, document workflows, workspace permissions, and application access in an intellectual-property law firm; updated operational procedures and end-user documentation.
- Built and deployed endpoints using SCCM and supported network, remote-access, and enterprise application troubleshooting.

IT Support and Deployment Contracts

Dec 2012 to Jul 2016

Guide IT | *William James College* | *Go2IT Group* | *Dell/Experian* | Greater Boston, MA

- Provided enterprise and academic help desk, desktop, account, deployment, and migration support using Active Directory, SCCM and Altiris, BitLocker, PXE imaging, VPN, ticketing systems, and remote-support tools.

EDUCATION

Bachelor of Science, Computer Science | Boston University, Boston, MA

Associate degree, Computer Science | Ecole Supérieure d'Infotronique d'Haiti

ADDITIONAL INFORMATION

Languages: English, French, Haitian Creole