

Chang Liu

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Profile

Detail-oriented IT professional with extensive experience supporting 100+ enterprise applications in cloud and hybrid environments. Proven record of leading incident response, automation, observability (Splunk, Dynatrace), and ITSM improvements to enhance reliability and reduce manual effort. Recognized for mentoring junior analysts and contributing to continuous service improvements across support operations. Azure certified; currently advancing expertise in service management and network infrastructure through ITIL v4 and CCNA.

Experience

IT Support Analyst, TD Bank – Toronto, ON Jun 2022 – Present

- Served as the first point of contact for 12 customer-facing applications; cut escalations by 90% and maintained 100% uptime during all major campaign launches.
- Reduced incident volume by 40% by implementing structured problem management using ServiceNow and Power BI. Led weekly quality reviews, created trend dashboards, and maintained 50+ KBs in Confluence to improve first-call resolution.
- Supported migration of multiple applications from OpenStack to VMC2 cloud infrastructure, coordinating validation, monitoring readiness, and post-migration stability checks.
- Mentored and trained 6 analysts by integrating documentation and onboarding processes, improving training efficiency by 50% while ensuring team consistency and operational readiness.

Projects

Customized Splunk Dashboards & Alerts Feb 2025

- Developed centralized observability dashboards in Splunk for 12 critical applications, enabling real-time log anomaly detection, server traffic analysis, and service health visualization. These dashboards became the primary health reference during daily operations and incident triage, helping identify 90% of issues and improving mean time to detect (MTTD) by 70%.
- Created custom alerts via Splunk, improving anomaly detection and increasing service uptime by 20%; implemented logic that boosted alert coverage from 70% to 99%.
- Leveraged the custom Splunk dashboard to detect abnormal server traffic and isolate faulty nodes during a major (P2) outage, reducing mean time to resolution (MTTR) by 50% and preventing over \$1M in potential business impact.

Application Health Check & Recycle Automation Sep 2024

- Automated end-to-end application lifecycle management for 3 business-critical applications by executing Bash scripts via Autosys batch jobs for log parsing, health validation, and controlled nightly restarts to ensure performance stability and prevent memory-related issues.
- Developed automation to eliminate 70% of manual effort, significantly improving fault detection accuracy, consistency, and recovery time.

Education

Bachelor of Science in Computer Science Sep 2019 – May 2022

Lassonde School of Engineering – York University

Technical Skills

Programming & Scripting: Python, Java, Shell, SQL

Monitoring & Operations: Splunk, Dynatrace, Datadog, Grafana, Autosys, TIBCO, Postman, CyberArk, PagerDuty

Cloud & DevOps: Azure, Git, Bitbucket, CI/CD, Docker, Kubernetes, Jenkins, Terraform, Ansible

Infrastructure & Platforms: Linux, Windows, WebSphere, JBoss, IIS, PM2, OpenStack, VMC2

ITSM & Methodologies: ServiceNow, Jira, Confluence, Incident/Problem/Change/Outage Mgmt, RCA, Agile