

Evgeniy Babichev

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Professional Summary

Experienced IT professional currently working as a Business and Operations Support Analyst. Brings over 10 years of experience across application support, system administration, DevOps, and ETL operations. Skilled in managing Azure and Cloudera platforms and supporting CI/CD pipelines using Azure Data Factory, Databricks, Jenkins, Git, and Artifactory. Proficient in batch scheduling and secure file transfers using Autosys, Feedhub, and NDM. Experienced in ETL support using Informatica and Azure Data Factory, with scripting expertise in Python, Bash, and PowerShell. Advanced SQL expertise with querying in Hive and Impala. Experienced in incident, change, and release management following ITIL practices, proficient in ServiceNow ticketing and workflows.

Key Skills & Focus Areas

Technical Support, Application Support, Incident & Problem Management, Root Cause Analysis, Systems Administration, Infrastructure Operations, Cloud Computing, Production Support, Change & Release Management, Job Scheduling & Batch Operations, Middleware Troubleshooting, On-Call Support, ITIL Practices, SLA Management, Risk & Compliance Awareness, Scripting & Automation, Process Improvement, Documentation & Knowledge Sharing, Knowledge Base Development, Service Transition, Cross-Team Collaboration, Client-Facing Service, Training, Team Leadership

Technical Experience

- **Cloud & Big Data:** Microsoft Azure (Data Factory, Databricks, Data Lake); Cloudera CM/CDH with Hadoop Components (HBase, Kafka, Oozie, HDFS, Hive, Hue, Impala, Sqoop, Spark, NiFi, YARN, YAML); analytics platforms including Datameer, Securonix, and Informatica
- **Platforms & Operating Systems:** UNIX, Linux, Docker, Red Hat OpenShift, Microsoft Windows Servers & Exchange
- **Languages & Scripting:** Python, Java, JavaScript, PowerShell, Bash, VBScript, JSON, Node.js
- **CI/CD & Code Deployment:** Artifactory, Jenkins, Git, GitHub, TFS, JIRA
- **Databases:** Microsoft SQL Server, MySQL, Oracle
- **Documentation & Visualization:** Confluence, Tableau, Splunk, Neo4j
- **Identity & Access Management:** CyberArk, Data Privilege, Microsoft Active Directory, MIT Kerberos, LDAP, Sentry, RBAC, SPN, Net/Security Groups
- **Job Scheduling, File Transfer & Automation:** Autosys, Feedhub (Tumbleweed), IBM Connect:Direct (NDM), SFTP
- **Monitoring & Configuration Management:** ServiceNow, Dynatrace, internal tools

Professional Experience

Scotia Wealth Management, Toronto, ON
Business and Operations Support Analyst

August 2024 - Present

- Provide end-to-end support for Charles River Everywhere (CRE) and Anywhere (CRA), streamlining workflows and resolving root causes to improve performance and reduce support volume.
- Navigate issues across AS/400, PureFacts and Broadridge to maintain advisor access to Wealth platforms.
- Resolve 50+ daily incident tickets in ServiceNow, maintaining 98% SLA compliance and reducing backlog by 20%.
- Create and deliver 10+ custom reports by extracting data from ServiceNow and analyzing it with Excel formulas, macros and charts, surfacing top 5 recurring CRA-to-CRE migration issues and reducing resolution time.
- Offer 90% first-call resolution rate and improve client satisfaction through timely issue handling.
- Manage 50+ daily support cases, prioritizing by business impact and ensuring compliance with risk policies.
- Lead internal documentation in Confluence and facilitated weekly knowledge-sharing sessions, enabling faster troubleshooting and reducing resolution times on repeat issues by 15%.
- Validate infrastructure changes and upgrades across CRA/CRE, PureFacts, and Broadridge, ensuring seamless deployments with zero user disruption and eliminating 5+ hours/week of post-deployment troubleshooting.

CIBC, Toronto, ON

December 2016 - August 2024

Senior Application Support Analyst

- Orchestrated Cloudera-based Enterprise Data Hub (Linux), resolving 20+ daily incidents across Hadoop components (HDFS, NiFi, Sqoop, Oozie, Hive, Kafka), coordinating DR tests, and boosting job performance by 15%.
- Optimized Big Data workflows with Sqoop, NiFi, YARN, and Spark; automated tasks using Python, Bash, PowerShell, and Node.js, with version control via Git, GitHub, and YAML-based configs.
- Configured and monitored batch processing via Autosys, Feedhub (Tumbleweed), IBM Connect:Direct (NDM), and SFTP in a Red Hat OpenShift environment, streamlining operations and reducing job failures by 25%.
- Directed Azure migration (Data Factory & Databricks), modernized pipelines using Oracle, Datameer for reporting.
- Triageed 20+ daily incidents via ServiceNow, cutting turnaround by 30% through alerts and JIRA tracking.
- Designed Tableau/Splunk dashboards and Confluence docs to streamline onboarding and collaboration via Jenkins.
- Streamlined IAM and data access integrations including CyberArk, Kerberos, LDAP, RBAC, Data Privilege, Sentry, SPN, and Net/Security Groups to maintain compliance and secure cross-platform access.

CIBC, Toronto, ON

April 2014 - December 2016

Production Application Support Analyst

- Offered responsive Tier 2 support for internal and external mortgage applications hosted on Microsoft Windows Servers, reducing issue resolution time by 30% through direct business engagement and root cause analysis.
- Assessed Exchange, SQL Server, and MySQL performance; suggested changes that raised uptime by 15%.
- Executed 15–20 weekly change requests in ServiceNow with zero critical incidents, ensuring full ITIL compliance.
- Maintained user access via Active Directory and Net/Security Groups, ensuring secure control and audit readiness.
- Coordinated 50+ deployments and patch rollouts using TFS, Java, JavaScript, and JSON configs, partnering with QA and infra teams to achieve 99.9% deployment success with minimal user impact.
- Administered batch jobs with Autosys and Feedhub; processed file transfers via Connect:Direct and SFTP.
- Automated tasks and server checks with PowerShell and VBScript; documented issues in Confluence.

CIBC, Toronto, ON

July 2012 - April 2014

Service Desk Specialist

- Mitigated 50+ Tier 1 tickets daily via phone, email, and ServiceNow, maintaining 95% SLA under ITIL.
- Handled Exchange and Active Directory for 1,000+ users, handling provisioning and Net/Security Group access.
- Escalated issues with infra and app teams across 10+ sites, improving first-touch resolution and reducing delays.
- Developed and maintained a knowledge base using Confluence, enabling self-service and reducing repeat tickets.
- Facilitated desktop apps and Windows environments, escalating recurring issues to Tier 2.

Scotia Bank, Toronto, ON

April 2011 - July 2012

Technical Analyst

- Delivered Tier 1/2 support to 1,000+ users across desktop, network, and financial systems.
- Provided onsite IT support to Wealth teams, improving resolution time and reducing downtime.
- Supported trading platforms like Bloomberg and AS/400, ensuring access for advisors and staff.
- Deployed 200+ workstations and laptops, ensuring compliance with IT and security standards.
- Tracked and escalated incidents via internal ticketing system, meeting SLA and ITIL standards.

Education & Certifications

Azure Monitoring and Management , Microsoft	2023
CDP Private Cloud Base , Cloudera	2023
Azure Fundamentals , Microsoft	2020
Admin for Apache Hadoop , Cloudera	2017
Data Analytics, Big Data, and Predictive Analytics , Toronto Metropolitan University	2017
Enterprise Architecture and Infrastructure Management , Toronto Metropolitan University	2016
Information Systems Management , Toronto Metropolitan University	2015
ITIL V3 Foundation & CompTIA A+ , ITIL & CompTIA	2013
Software Testing Eng Program ISTQB , SELA Canada	2009
Information Technology , Sami Shamoon College of Engineering	2008