Evgeniy Babichev

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Dynamic and results-oriented IT professional with 10+ years of experience in various support and leadership roles in ICT and banking industries. Primary focus on Data, Digitization and Workflow, clear understanding of the practices and methodologies within the ITIL, ETL and SDLC. Highly knowledgeable in end-to-end application delivery and strategic roadmap planning, with a track record of implementing innovative technology solutions. Extensive experience in Incident, Change, Risk, Audit, Problem, Compliance, Patch, Service, Team & Vendor Management. Highly experienced in procedures for supporting, installing, configuring, testing, upgrading, troubleshooting and repairing business applicable software, hardware, and peripherals, both onshore and offshore models. Proficient in Agile and Waterfall delivery methodologies, hybrid iterative development approaches and DevOps practices.

Key Skills

Technical Support | Troubleshooting | Problem Solving | Process Improvement | Security Risk Assessment | Leadership | Teamwork | Incident Response| Communication | Documentation | Process Automation | Implementation |Microsoft Windows Servers | Big Data | MS Azure and Cloudera Ecosystems | Cloud Applications | Cloud Computing | Statistical & Analytics Software | Compliance and Regulatory Understanding

Technical Experience

- **Big Data ecosystem:** Microsoft Azure - Data Factory | Data Bricks & Data Lake
- **Cloudera CM/CDH (Hadoop Components):** HBase | Kafka | Oozie | HDFS | Hive | Hue | Impala | Sqoop | Spark | Sentry | NiFi | YARN & YAML including analytics platforms such as Data Meer | Securonix and Informatica
- **Platforms:** Unix | Linux | Docker | Red Hat OpenShift | Microsoft Windows Servers & Exchange Server
- **Languages:** Python | Java | JavaScript | PowerShell | Bash | VBScript | JSON | Node.js
- **Code deployment:** Artifactory | Jenkins Team Foundation Server (TFS) | JIRA | Git | GitHub
- **Databases:** Microsoft SQL | MySQL | Oracle | mongoDB
- **Documentation and Data visualization:** Confluence | Tableau | Splunk | Neo4j – Grafana
- **Authentication, authorization & identity access control management:** CyberArk | Data Privilege | MSAD | MIT Kerberos | Sentry | LDAP | Net/Security groups | SPN | RBAC
- **File Transfer, Job scheduling, Workflow automation, Monitoring and Configuration management tools:** ServiceNow | Tumbleweed Feedhub| CA Autosys | IBM Connect: Direct (originally NDM) | SFTP

Professional Experience

CIBC, Toronto, ON, M5J   **December 2016 - Present**
Senior Application Support Analyst
- Provide support for Enterprise Data Hub applications based on Cloudera Unix environment, including daily handling of incidents, managing projects, and identifying opportunities for improved efficiency.
- Contributed to the migration of CIBC on-premises systems to Cloud Enterprise Data and Analytics Platforms based on Azure, integrating AI and ML capabilities for enhanced functionality.
- Coordinated the development of ETL solutions to address data strategy, data integration, and data warehouse challenges, ensuring alignment with organizational objectives.
- Automated analytical scripts to proactively detect and prevent system failures.
- Triaged and delegated problem resolution in development teams. Skilled in ensuring accuracy, consistency, and clarity in data representation. Proficient in data documentation and visualization.

CIBC, Toronto, ON, M5G   **April 2014 - December 2016**
Production Application Support Analyst
- Offered immediate one-on-one support to the business for external and internal mortgage applications.
- Identified and resolved small to medium complex production problems incidents and changes for application support, determining root causes and implementing actions to prevent recurrence.
- Monitored and analyzed supported applications/services based on Microsoft Windows Servers, leading to the identification of improvement opportunities and the recommendation of effective solutions.
- Evaluated service requests to ensure adherence with standards and processes, identifying inconsistencies, analyzing potential impact, and taking appropriate action.
- Coordinated and executed implementation plans for new small to medium complexity application and maintenance updates, ensuring smooth deployment and minimal disruption.

CIBC, Toronto, ON, M5J   **July 2012 - April 2014**
Service Desk Specialist
- Provided technical support via phone email and ticketing requests, ensuring timely resolution.
- Worked closely with other IT Support teams to assist clients across multiple sites.
- Followed up, tracked, and managed all open issues to ensure incidents were resolved promptly.
- Provided Exchange and Active Directory administration and support, ensuring smooth operation.
- Maintained a knowledge database to improve the quality and efficiency of problem resolutions.
- Met Service Level Agreements (SLA) set by the client and Bank's methodologies.

Scotia Bank, Toronto, ON, M5H   **April 2011 - July 2012**
Technical Analyst
- Delivered first/second level support to over 1000 bank users, ensuring efficient resolution of technical issues.
- Provided onsite support for Wealth Management users located at Scotia Plaza, addressing their needs promptly.
- Configured and deployed desktops/laptops/ tablets across various business lines, ensuring optimal functionality.
- Supported a diverse range of applications, including AS/400 and Bloomberg.

Primary support systems, Toronto, ON, M3J   **August 2010 - April 2011**
Network/Technical Support
- Delivered quality IT technical support to over 500 clients.
- Supported Exchange Server and Active Directory.
- Assisted tier 2 support in resolving network issues, outages and network security administration.
- Supervised junior analysts/technical staff.

Blueprint Software, Toronto, ON, M4P   **January 2009 - August 2010**
IT & Customer Support
- Provided full IT & product support for Blueprint clients and employees.
- Worked directly with the QA/development team on requirements and prioritization.
- Maintained company Exchange Server, SharePoint sites and Blackberry services.

Professional Development and Training

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