

Evgeniy Babichev

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Senior Application Support Analyst

Experienced IT professional with over 10+ years of expertise in system administration, application support, and development. Skilled in UNIX/Linux environments, cloud technologies Azure, Cloudera OpenShift and DevOps methodologies. Proficient in developing high-quality, high-performance queries, views, store procedures, SSRS report development, and automation using PowerShell. Adept in Agile Scrum practices, supporting banking applications, and resolving complex production issues. Strong communicator with a track record of delivering high-quality solutions in collaborative environments.

Key Skills

Technical Support | Troubleshooting | Problem Solving | Process Improvement | Application servers | 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 | Web & Application servers | Production support standard processes

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 Linux environment, including daily handling of incidents, managing projects, and identifying opportunities for improved efficiency.
- Develop and maintain critical SSRS reports, ensure high-quality and high-performance query, views, and store procedures.
- Configure and monitor batch processes using tools like CA Autosys.
- Contribute to the migration of CIBC on-premises systems to Cloud Enterprise Data and Analytics Platforms based on Azure, integrating AI and ML capabilities for enhance functionality.
- Coordinate the development of ETL solutions to address data strategy, data integration, and data warehouse challenges, ensuring alignment with organizational objectives.
- Triage and delegate problem resolution in development teams.
- Ensure accuracy, consistency, and clarity in data representation. Proficient in data documentation and visualization.
- Contribute during design and planning meetings and write wiki articles.

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