**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