IBRAHIM OUMAR CISSE

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Github: github.com/ibraheemcisse/Main-profile/blob/main/README.md

IT Professional Specializing in Advanced Systems Support. Passionate and learning about Cloud Computing, and DevOps for Enhanced Backend Systems

Enthusiastic Support Engineer with foundational skills developed through hands-on labs and collaboration with DevOps teams in previous roles. I have gained experience in automating deployment processes, managing cloud infrastructure (AWS, Azure), and working with Linux systems and containerization (Docker, Kubernetes). My proactive approach to learning has led me to embark on various self-initiated projects, showcased on GitHub, reflecting my commitment to continuous improvement. With a keen interest in DevOps, I am eager to contribute to dynamic teams and drive operational efficiency and scalability. My motivation and self-initiative make me a dedicated and enthusiastic candidate for a Junior DevOps role.

CORE COMPETENCIES

- Automation & Configuration Management
- System Configuration & Administration
- Virtualization
- CI/CD Pipeline Development
- Containers
- Networking

- Trading System Maintenance
- Grafana
- Monitoring
- SQL
- Docker

- Incident Management
- DevOps Implementations
- Risk Management
- Linux
- CRM (Salesforce)

KEY NOTABLE ACCOMPLISHMENTS

- **Platform Migration:** Directed migration to an in-house tool, reducing server load by 30%, increasing client satisfaction by 20%, and decreasing issue resolution time by 25%.
- **Risk Management:** Devised strategies to mitigate trading conditions abuse, lowering company losses by 90% over two quarters.
- **Server Load Reduction:** Identified and resolved overload issues from expert advisors through SQL query analysis, achieving an 80% decrease in server load, boosting operational efficiency by 25%, and improving client experience by 20%.
- **Account Closure Project:** Managed the closure of trading accounts with Jira and custom scripts, completing the project 10% ahead of schedule.

PROFESSIONAL EXPERIENCE

Trading System Support Engineer L2, Exness, Mahe, Seychelles   2023 – 2024

Oversaw global infrastructure weekly to guarantee trading availability and server health. Addressed and escalated incidents for resolution, while documenting shifts. Implemented CI/CD pipelines for deploying changes and data from third-party platforms, boosting workflow efficiency and decision-making capabilities.

Key Contributions:

- **Project Management:**
  - Successfully managed the closure of trading accounts using Jira and custom scripts, achieving project completion in just over a month. Demonstrated exceptional organizational skills and efficiency in handling large-scale projects.
  - Was involved in a project implementing stock split procedures using PowerShell and MetaTrader Administrator to automate the process.
- **Customer Support:**
  - Responded to an average of 10 trading complaints daily, utilizing deep product knowledge and advanced log analysis tools to ensure timely and effective resolution. Maintained high customer satisfaction by addressing issues promptly and accurately.
- **Operational Efficiency:**
  - Enhanced server operations and improved data provision to internal teams by implementing DevOps practices. This significantly improved operational efficiency and data accuracy, enabling better decision-making and streamlined processes.
  - Used Bloomberg Terminal and Eikon Refinitiv to extract market data for risk management and to provide the best trading conditions for clients.
- **Technical Administration:**

- Added and edited symbols through MetaTrader Administrator, ensuring accurate and up-to-date trading options.
- Removed symbols and edited them as needed, maintaining the integrity of the trading environment.
- Blocked or permitted IP access from data feeders of clients trying to steal data or competitors, safeguarding data security.
- Used routing rules for manual closure of orders when required, ensuring accurate and timely order processing.
- **Incident Resolution:**
  - Actively monitored and addressed global infrastructure issues, ensuring minimal downtime and optimal trading availability. Escalated complex incidents for swift resolution, maintaining robust server health and reliability.
  - Fixed charts in case of inconsistency in historical prices through MetaTrader Administrator, ensuring accurate data representation.
- **Workflow Optimization:**
  - Spearheaded the implementation of CI/CD pipelines, facilitating seamless deployment of changes and integration of third-party data. This initiative significantly boosted workflow efficiency and supported enhanced decision-making capabilities across the organization.
- **Client Metrics Monitoring:**
  - Used MTM4/5 for monitoring and managing high-value/risk clients' trading metrics, ensuring top-tier service and support.

Customer Service Executive, Exness, Kuala Lumpur, Malaysia   2022 – 2023

Handled 60 daily client requests through live chat, phone, and email, leveraging a CRM system to assure precision and thoroughness. Produced, analyzed, and interpreted detailed reports to uphold organizational standards of accuracy.

Key Contributions:
- Led escalation process for complex issues using Salesforce and Jira, achieving timely resolution and increasing client satisfaction.
- Built a communication network with clients to share updates about the status of their inquiries, fostering transparency and trust.
- Exceeded quarterly performance KPIs set by management for three straight quarters, reflecting commitment to service excellence.

TECHNICAL PROJECTS

Guide to Managing Containerized Applications in Azure Project Link: As a Systems Engineer, I spearheaded the deployment of a new application on Azure Cloud, demonstrating expertise in container management.

Utilize AWS VPC Flow Logs to Monitor Network Traffic - Project Link: Enhanced network security and performance by establishing flow logs, filtering logs, and setting alerts. Used CloudWatch Insights and Athena for comprehensive log analysis.

EDUCATION

Bachelor of Engineering (Hons.), Electronic and Communication
Anglia Ruskin University

CERTIFICATIONS

Support Engineering / General IT: Google IT Support Specialization - Google | Master The MetaTrader Platform - Alison | Prometheus | The Complete Hands-On for Monitoring & Alerting - Udemy | HashiCorp Certified Terraform Associate | Prometheus | The Complete Hands-On for Monitoring & Alerting - Udemy | Solutions Architect Virtual Experience - Amazon Web Services (AWS) |

Fintech: Financial and Wealth Management Professional - Corporate Finance Institute | Know Your Client (KYC) and Customer Due Diligence (CDD), Finance and Financial Management Services - European Institute of Management and Finance (EIMF) | Ethics, Integrity and Fairness in Financial Services, Finance and Financial Management Services - European Institute of Management and Finance (EIMF) | The Complete Guide to Anti Money Laundering (AML) Compliance - SIA Global Security |Cryptocurrency and Digital Assets Specialization, Finance and Financial Management Services - Corporate Finance Institute | Blockchain and Bitcoin Fundamentals - Udemy | Effective Compliance Program - University of Pennsylvania Carey Law School| Certified Data Science Analyst (Fintech Specialization) - Corporate Finance Institute® (CFI)

AWARDS

Bronze Medal in Engineering and Science Student Exhibition - Institution of Engineering and Technology, August 2018: Presented a project on Virtual Private Networks (VPNs) using User Datagram Protocol (UDP) with 4028 Encryption.

Bronze Medal in Engineering and Science Student Exhibition - Institution of Engineering and Technology, August 2019: Developed a project focused on controlling and monitoring home lighting for automation purposes.

PROFESSIONAL MEMBERSHIPS

Student Member, IET (Institution of Engineering and Technology), 2016 - 2019

Malaysia Student Chapter, IEEE (Institute of Electrical and Electronics Engineers (IEEE)), 2015 - 2019