

# Isaac Abdi

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## PROFESSIONAL EXPERIENCE

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### **Applications Support Analyst - Citi**

08/2024 - Present | Toronto, ON

- Supported Citi's risk management system **Simpliciti**, an application that delivers real-time risk, P&L, and profit attribution metrics/processing for fixed-income trading.
- Maintained and optimized batch processes and data workflows using **Autosys**, **Unix/Linux shell**, and various in-house tools.
- Leveraged **ITRS Geneos** and **Kibana** to fine-tune monitoring of system critical infrastructure. Including **containerized applications** with **Amazon EKS** and **OpenShift**.
- Investigated live production issues including payment discrepancies, trade lifecycle breaks, and system errors by querying **MS SQL**, analyzing logs, and liaising with quants, traders, developers, technology groups, vendors, and product control teams.
- Relied upon to resolve critical issues within SLA and perform root-cause analysis. Communicating updates to relevant stakeholders and escalating issues as needed.
- Used **Python** and **Excel** with custom Citi analytics libraries to reproduce trade-level pricing and valuation errors for verification and debugging.

### **Cloud DevOps Engineer - TD Bank Group**

01/2023 - 08/2023 | Toronto, ON

- Contributed to multiple initiatives for TD's fraud detection integration platform.
- Implemented **CI/CD** task orchestration using automated **Jenkins** builds and **XLRelease**, facilitating consistent deployments, and reducing the risk of errors and downtime.
- Developed and maintained **microservice architecture** using **Java Spring Boot**, **Azure Eventhub(Apache Kafka Surface)**, and **Azure App Service**.
- Communicated with developers to deploy new **laC**, based on E2E process and requirements.
- Leveraged **Postman** for **Java API** unit tests.
- Designed **Datadog** error code **logging and monitoring** solutions to pinpoint errors. Ensuring the functionality of services and meeting production SLA projections.

### **Software Developer - BusPlanner Inc**

05/2022 - 08/2022 | Waterloo, ON

- Worked on web-based version of BusPlanner Connect, a route planning and geo-logistics application, transitioning it from its original Windows-based platform.
- Utilized **ASP.NET MVC framework**, **C#**, **JavaScript**, **jQuery**, and **Bootstrap** to design and implement user interface components, improving the usability and functionality of the application.
- Implemented **C# REST APIs** responsible for data manipulations on bus-routing information to optimize route planning and scheduling.

## EDUCATION

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### **Honours BSc in Computer Science**

2019 - 2024 | Waterloo, ON

Wilfrid Laurier University (GPA: 3.5/4.0)

## SKILLS

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**Languages:** Java, Python, Javascript, C#, C/C++, HTML/CSS, SQL, Kotlin

**Dev Tools:** Git, Shell/Bash scripting, Postman, AWS, Azure, Docker, XLRelease, Jenkins, Autosys,

**Technologies/Frameworks:** ASP.NET, Node.js, React.js, Selenium, MySQL, PostgreSQL, Linux/Unix, Apache Hadoop Ecosystem, Springboot, jQuery, Ajax, Bootstrap

**Certificates/Awards:** Azure AZ-900 , AWS Certified Cloud Practitioner