Isaac Abdi

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PROFESSIONAL EXPERIENCE

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 interest rate derivatives.
- Maintained and optimized batch processes and data workflows using **Autosys, Unix/Linux shell scripting**, 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. Coordinated business continuity/disaster recovery testing.
- 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 **IaC**, 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

Honours BSc in Computer Science   2019 - 2024 | Waterloo, ON
Wilfrid Laurier University (GPA: 3.5/4.0)

SKILLS

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