

Nahiyan Zaman

Toronto, Ontario | 647-544-3094 | nahiyan.zaman@torontomu.ca | [LinkedIn](#)

SUMMARY OF SKILLS

- **Communication skills:** Strong verbal, written, and communication skills developed over 2 years of co-op experiences
- **Problem Solving:** Ability to resolve major problems under pressure such as technical issues at CIBC and utilize technology to respond to incidents and develop strategies to mitigate any further risk
- **Cybersecurity knowledge:** Firm understanding of cybersecurity principles, practices and tools when handling different information systems and completing cybersecurity workplace trainings over 2 years of co-op experience
- **Data Analysis:** Strong ability to analyze and interpret data to identify vulnerabilities, threats and potential cyber security-related breaches at Interac
- **Technical skills:** 1+ years experience in Python, SQL, Microsoft Office (Excel, PowerPoint, Word), Mainframe JCL, Linux, Google Suite, Microsoft Visio, Google Collaboration, SPSS, HTML, CSS

EDUCATION

Bachelor of Commerce - Business Technology Management

Expected Graduation: April 2025

Ted Rogers School of Management, Toronto Metropolitan University (Ryerson University)

EMPLOYMENT HISTORY

Application Developer Co-op | *Canadian Imperial Bank of Commerce (CIBC)*

Sept 2023 - May 2024

- Supported the DEV team with production support on a bi-weekly rotational 24/7 schedule by troubleshooting 10+ issues weekly regarding the batch job runs, ensuring the information systems run smoothly and timely
- Developed, tested and debugged mainframe applications for multiple projects using COBOL, PROCS and JCL, resulting in cost reduction and data records being processed correctly in the system files
- Loaded 5+ files into different testing environments by running ETL workflows on Informatica
- Inputted SQL commands on the Toad Oracle platform, extracting data from different flat source files for data integrity

IT Systems Assistant | *Ministry of Transportation (MTO)*

May 2023 - Sept 2023

- Facilitated multiple teams and projects in analyzing business and IT client needs to ensure solutions are effective
- Automated business processes with Python by generating relationship mapping on ERD diagrams on SQL Server Management Studio, increasing time efficiency by 64%
- Remodeled enterprise network architecture diagrams on Visio, creating an abstract view of various IT systems
- Created installation scripts on Windows PowerShell and Command Prompts for softwares such as Python for the technology team, automating the installation process of the softwares on multiple computers and servers

Fraud Analyst | *Interac Corp.*

Jan 2023 - May 2023

- Analyzed and investigated 5k+ fraud alerts in various fraud systems monthly in a high-paced environment with the recorded \$100k+ recovered maintaining an avg 87% in detection rate in terms of \$
- Monitored Fraud Operations and Phishing mailboxes to ensure inquiries from partner organizations such as RBC, TD, BMO, Scotiabank, CIBC and other stakeholders are properly handled, ensuring high-quality customer service
- Leveraged enterprise data to drive insights and inform decisions to meet or exceed KPIs using Tableau
- Identified and communicated emerging fraud trends in Excel, conducting trend analysis to help highlight vulnerabilities resulting in the potential new or revised fraud rules
- Managed fraud system defects and network outages by creating incident tickets using ServiceNow based on specified SLAs for anomalies, supporting the Interac e-transfer Helpdesk

Sports Organizer | *City of Toronto*

July 2021 – Present

- Monitoring participants and ensuring equipment and supplies meet healthy and safety standards to ensure safe and cooperative play throughout drop-in sports programs, representing interpersonal competence
- Collecting personal information from various patrons while taking action to deal with incidents, problems and emergencies, complying with City of Toronto policies and procedures