Sadman Sadaf Islam

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PROFESSIONAL PROFILE

Technical Support Specialist with a handful of experiences in Unix-based server administration, database management, and large-scale transaction processing in financial environments. Adept at providing top-tier technical support for server infrastructures and batch process management. Demonstrated expertise in troubleshooting complex issues in high-pressure settings, ensuring seamless operations for critical banking systems. Proven ability to work across multiple domains with a strong focus on maintaining system reliability and uptime. Committed to leveraging my broad technical background to support and enhance bank server and database administration needs.

CORE COMPETENCIES AND TECHNICAL SKILLS

- **Unix Server Administration:** Extensive experience in managing Unix-based server environments, ensuring stability, performance, and security.
- **Technical Support & Troubleshooting:** Expertise in providing technical support, resolving server issues, and managing batch processes for large-scale financial systems.
- **Batch Process Management:** Skilled in overseeing and troubleshooting batch processes to ensure timely and accurate transaction processing.
- **Database Management:** Proficient in administering databases, optimizing performance, and ensuring data integrity in transaction-heavy environments.
- **Banking Systems & Security:** Familiar with the specific requirements of banking systems, ensuring compliance and security across all operations.
- **Scripting & Automation:** Proficient in scripting for task automation and process improvement in Unix environments.
- **Incident Response:** Experience in responding to and mitigating servers and grid failures to minimize delays and impact on business operations.

EDUCATION

- Advanced Postgraduate Diploma in Cybersecurity, George Brown College, 2023
- Bachelor of Science in Computer Science and Engineering, East West University, 2020
- Edexcel GCE A Level 2015
- Edexcel IGCSE O Level 2012

PROFESSIONAL EXPERIENCE

Technical Analyst IV – TD Bank, *Toronto, ON*   *September 2024 – August 2025*

- Served as a core member of the CMRT L1/L2 production support team, managing high-impact financial applications in a fast-paced, SLA-driven environment.
- Led the resolution of critical production incidents involving batch failures, upstream data feed delays, downstream report generation issues, and database/server outages across real-time Unix environments.
- Provided expert-level technical and functional support for large-scale transaction systems, ensuring uninterrupted batch execution for sensitive credit market risk calculations.
- Worked extensively with ServiceNow to triage, manage, and resolve production incidents, adhering to ITIL processes and driving permanent fixes through root cause analysis.
- Collaborated with cross-functional teams including DevOps, Finance, Infrastructure, and Business Units to mitigate performance bottlenecks and reduce system downtime.

- Proactively monitored and maintained Unix-based production, backup, and modeling servers, including server health checks, log analysis, job flow monitoring, and resource optimization.
- Restored legacy and archived datasets using IBM TBSM (or equivalent DMSC) components to support high-priority batch reruns, earning accolades for responsiveness and precision.
- Managed Sophis-sourced upstream trade and market data through multiple processing stages, including file validation, batch job execution, and downstream integration. Monitored data quality across flat files and staged datasets, addressed anomalies impacting risk and trade reports, and coordinated with cross-functional teams to maintain accuracy and consistency in critical financial outputs.
- Provided end-to-end L2 production support for the Raptor financial application, overseeing batch executions, troubleshooting real-time failures, resolving critical database and data flow issues, and performing root cause analysis. Managed upstream/downstream data feeds, coordinated FCS management and batch reruns, and leveraged scripting to automate fixes and generate operational reports—ensuring uninterrupted financial reporting and adherence to SLAs.
- Managed batch flow maintenance, interpreted complex batch dependencies, and optimized scheduling for high-throughput data pipelines using internal and external APIs, including Kafka, Autosys and Dash Server.
- Conducted monthly reporting and dashboard creation for SLA adherence and batch execution metrics, improving visibility and process accountability across teams.
- Supported processing of upstream market and trade data feeds (including Sophis) that contained transaction and pricing updates impacting downstream risk and financial reporting systems.
- Validated, staged, and processed high-value financial data through multiple batch cycles, ensuring corporate action and market event data was accurately reflected in internal systems before end-of-day reporting deadlines.
- Developed a keen understanding of banking systems and architecture, particularly in credit market risk applications, including data modeling, real-time risk calculations, and audit compliance.
- Praised by senior leadership and colleagues for performance under pressure, exceptional cross-team communication, and a calm, solution-focused approach to high-severity incidents.

Technical Support Engineer, MiPropertyPortal *Toronto, ON*   October *2022- August 2024*

- Provided Unix server administration and technical support for financial applications, managing both on-premises and cloud-based server infrastructures.
- Spearheaded the migration of legacy database systems to more scalable and efficient platforms, improving data processing capabilities by 30%.
- Implemented and maintained automated monitoring systems for proactive identification of server and database issues, reducing unplanned downtime by 40%.
- Conducted root cause analysis for recurring issues, implementing permanent fixes and process improvements to prevent future incidents.
- Supported end-users by resolving technical issues related to server access, database queries, and batch processing, ensuring uninterrupted service delivery.
- Managed data ingestion and processing pipelines from external feeds, validating, transforming, and delivering them into internal reporting systems to maintain accuracy and compliance for business-critical outputs.

Server Support Specialist, Leads Corporation, *Dhaka, Bangladesh*   *2019 February- 2022 September*

- Administered Unix-based servers for a major banking institution, focusing on maintaining high availability and security of transaction processing systems.
- Managed database administration tasks including performance tuning, backup management, and troubleshooting, ensuring data integrity and optimal performance.
- Designed and implemented batch processing schedules, improving the efficiency and reliability of transaction processing by 20%.
- Provided expert technical support for server and database-related issues, resolving critical incidents in a timely manner to minimize impact on banking operations.
- Developed and maintained documentation for server and database environments, ensuring compliance with industry standards and internal policies.
- Oversaw data flows from upstream banking systems, performing quality checks, troubleshooting anomalies, and ensuring updated market event and transaction data was accurately loaded into downstream applications for processing.

PROJECTS AND ACHIEVEMENTS

Unix Server Optimization Project, *Leads Corporation*
- Participated collaboratively on a project to optimize Unix server performance for a financial institution, resulting in a 20% increase in transaction processing speed and a 15% reduction in downtime.

Automated Batch Processing System, *MiPropertyPortal*
- Fine-tuned an automated batch processing system using shell scripting, which reduced manual intervention by 70% and ensured timely execution of critical banking transactions.

Database Performance Tuning Initiative,*MiPropertyPortal*
- Conducted a comprehensive database performance tuning initiative, leading to a 25% improvement in query response times and more efficient resource utilization.

Incident Response Playbook for Server Downtime, *Leads Corporation*
- Created an incident response playbook tailored for server downtime scenarios in a banking environment, reducing recovery time by 40% during critical outages.

SIEM Tool Deployment, *MiPropertyPortal*
- Successfully deployed a custom Security Information and Event Management (SIEM) tool to monitor Unix server environments, enhancing incident detection and response capabilities across critical systems.

Advanced Malware Analysis, MiPropertyPortal
- Conducted in-depth malware analysis on Unix-based servers, identifying and mitigating potential threats, and ensuring the integrity of banking systems.

Security-Hardened Infrastructure Development, MiPropertyPortal
- Engineered a security-hardened server environment with robust protection against cyber threats, ensuring 95% web accessibility and maintaining malware-free status across critical applications.

Proactive Security Measures Implementation, *Leads Corporation*
- Designed and implemented advanced security measures on Unix servers, significantly reducing vulnerabilities and fortifying systems against potential attacks.

References:

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