

FAAIZ HAQUE

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SUMMARY

Application support analyst with five years at Barclays, where I supported business-critical risk platforms used by 3,000+ people: incidents at every priority, change and release in ServiceNow, batch monitoring, and automation in Python, Bash and SQL. Since leaving Barclays in 2025 I have run my own company, Haque Games, and built and launched a mobile game that has passed 5,000 downloads. I'm now looking for my next application or production support role, anywhere in the UK.

EXPERIENCE

Barclays | London and Glasgow

Aug 2020 to Aug 2025

Senior Application Support Analyst, Credit Risk

Jan 2023 to Aug 2025

- Supported 8 applications on the client risk rating platform used by 3,000+ people, recovering failed AutoSys batch runs from xMatters alerts through MySQL, Linux and Windows logs, and holding 99% uptime.
- Ran P1 and P2 incidents from first alert to close: triage, incident bridges, stakeholder updates, escalation to development, SRE and business teams, and the post-incident review.
- Traced a silently failed upstream ETL feed and built a controlled Python and SQL fix for 15 client records, with a database snapshot, rollback plan, row-count checks and a peer shadow. Avoided an estimated \$150k in regulatory penalties.
- Found the root cause of a service that had been crashing for months: SQL blocking analysis showed deadlocks and CPU spikes coming from a single interface. The fix restored 99% uptime and shelved a proposed CPU upgrade of around £20k.
- Cleared 100+ client issues a quarter within SLA, and closed 20+ problem records with five partner teams, cutting quarterly incident volume by 20%.
- Used incident data to make the case for a model selection guide in the grading UI, then tested the build with the development team. Weekly model queries fell from about 40 to 10.
- Wrote a 150+ article knowledge base with 95% positive feedback from 100+ users. Monthly incidents dropped by 10%.
- Ran change and release in ServiceNow, from raising and testing changes to production data fixes with backups and rollback plans. Built the team's standard change templates and trained colleagues on the process.

Application Support Analyst, Post-Trade Risk (RWA), Acting Team Lead

Oct 2021 to Jan 2023

- Ran the team's workload, stand-ups and escalations across two RWA platforms while the team lead role was vacant. Onboarded and trained over 10 engineers and designed the team's seven-week training plan for new joiners. Two of them now lead teams.
- Led the major incident when an edge node ran out of storage and blocked batch runs reporting around \$1bn in trade valuations for three days. Archived year-old data to network storage, then added Bash auto-archiving and capacity alerts.
- Automated manual operations in Python, Bash and SQL: health checks across 15+ servers, AutoSys JIL scheduling, SMTP failure alerts and retry fail-safes, saving each engineer about an hour a day.
- Documented 40+ support processes and merged 200+ known issues into one Confluence knowledge base. New joiners were up to speed in weeks rather than months.
- Ran CutOver disaster recovery exercises across the production estate several times a year, every run successful.

AWS Cloud Support Analyst, Graduate Programme

Aug 2020 to Oct 2021

- Supported an AWS ETL platform (EC2, S3, Step Functions, CloudWatch, IAM) moving risk and financial data across the bank.
- Resolved 400+ production incidents by working through logs and troubleshooting with other teams. Monthly incident volume fell by 30%.
- Raised 45 service improvements with development teams, and was made acting team lead within four months of joining.

Founder

- Designed, built and launched Name, Place, Animal, Thing (NPAT), a mobile word game (React Native, Supabase, Railway): gameplay, a 100,000-word database, backend, store releases, A/B testing, marketing and ad monetisation. Live on the App Store and Google Play with 5,000+ downloads.
- Run it as a production system: phased rollouts, closed testing tracks, backend debugging from Railway logs, and user support through store reviews.

EARLY CAREER

Internships at Total S.A. (data science), Renault (full-stack development) and FretBay (software), Paris, 2017 to 2019.

EDUCATION

BSc Computer Engineering, First Class | Bilkent University, Ankara | 2015 to 2019

CERTIFICATIONS

AWS Certified Cloud Practitioner

SKILLS

- Support and process: application and production support, major incident management (P1/P2), ITIL (incident management, change management, problem management), release management, batch monitoring and scheduling (AutoSys), monitoring and alerting (xMatters, CloudWatch), SLA management, shift rota support, root cause analysis, disaster recovery (CutOver), runbooks and knowledge bases
- Scripting and data: Python, Bash, SQL (MySQL), data analysis
- Platforms: Linux, Windows, AWS (EC2, S3, CloudWatch, IAM, Step Functions), React Native, Supabase
- Tools: AutoSys (JIL), ServiceNow, xMatters, Jira, Confluence, Bitbucket, Git