Ajayi Agbebaku

**Lead Application Engineer**

[**https://ajayiagbebaku.github.io**](https://ajayiagbebaku.github.io)

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A self-motivated professional with the ability to quickly master new technology to drive process improvements. A strong team player with excellent communication and collaborative abilities.

# Work Experience

## Lead Application Engineer/RPA Developer

LIFESIZE(Formerly Telstrat) - Kansas City, MO

June 2019 to Present

* Automate programs using Pega Robotics( C#, Python & JavaScript)
* Create windows applications to run with Pega Automations to fix issues
* Created a C# application form that stores information for users and exports the information into a notepad document.
* Assisted in creating application user guides or manuals as required as well as updating software documentation
* Performed analysis of user requirements or specifications to develop flowcharts regarding software program or application design details as well as collaborated with team members to ensure smooth progress and on-time delivery of project work
* Consulting calls on automation strategies
* Basic Project Management skills (Perform Kickoff Calls and Audit Calls before Installations)
* Write and run SQL Scripts

## Application Engineer

JACK HENRY & ASSOCIATES INC - Overland Park, KS April 2017 to April 2019

* Automate banking processes through using XML,VB and XSLT
* Used a proprietary automation software very similar to UIPath
* Created VB scripts to fix automation limitaions with the Pega software(such as array problems)
* Develop automatons for banks improving various processes
* Troubleshoot Windows Servers 2008 & 2012
* Work with SQL Server 2012 & 2014
* Automate software with Visual Basic
* Parse information from one application to another
* Give excellent customer service to our banking clients
* Troubleshoot network issues with different sites.
* Participates in on-call 24x7 support rotation.
* Provides remote support via WebEx and TeamViewer Tier 3 (Contractor. Provided base level IT support to non-technical personnel within the business.
* Managed call flow and responded to technical support needs of customers. Followed up with clients to ensure optimal customer satisfaction.

## Support Engineer

TELSTRAT - Allen, TX

February 2013 to April 2017

* Troubleshoot network issues with different sites.
* Installs and configures call recording and workforce optimization software on Windows Server

## Escalation Engineer

MICROSOFT CORPORATION - Irving, TX

November 2012 to February 2013

* Investigated technical issues with Xbox Live escalated from Tier 1 and 2.
* Completed special projects analyzing hackers in short timeframes.
* Provided client support on system operation and troubleshooting.
* Diagnosed, troubleshot and resolved network and system problems.
* Performed system analysis, documentation, testing, implementation and user support for platform transitions.

## Internal Tech Support Agent

STATE FARM - Irving, TX

June 2011 to October 2012

* Identified problems; researched answers; guided State Farm employees through corrective steps; and technical support.
* Troubleshoot Microsoft Office 2007 and 2010 software.
* Troubleshoot for PC Operating systems, specifically Device Manager and TCP/IP configuration.
* Accomplished information systems and organization mission by completing related results as needed.
* Provided base level IT support to non-technical personnel within the business.
* Installed software, modified and repaired hardware and resolved technical issues.
* Managed call flow and responded to technical support needs of customers.
* Defined and documented technical best practices.
* Demonstrated professionalism and courtesy with customers at all times.
* Created cases and claims for damaged, lost or displaced packages.
* Resolved problems with malfunctioning products. Followed up with clients to ensure optimal customer satisfaction.
* Answered telephone calls promptly and minimized delays that could lead to abandoned calls.

# Education

## ASSOCIATE OF ARTS

Saint Leo University - Saint Leo, FL 2014

**BACHELOR OF SCIENCE in Information Systems (1 class remaining)**

Saint Leo University - Saint Leo, FL

# Additional Information

SKILLS

Cloud computing Fast learner

Scripting skills Analytical and critical thinker

Project management

Skilled in TCP/IP and WAN

Storage virtualization Program testing software

Firewalls Microsoft Exchange

Learning Python

Creating projects to learn coding

# Side Projects

Worked with a healthcare company and created a automation and a windows app(c#)that logs information into a txt file and a sql database automatically.