

Baju Bamigbetan

Data Engineer | Data Analyst

Jacksonville, Florida | (904) 525-6152 | bbamigbetan@gmail.com | [LinkedIn](#) | [Portfolio](#)

Computer Science graduate with hands-on experience in IT support and full-stack development. Skilled in troubleshooting enterprise systems, building data-driven applications, and working across technologies including Python, SQL, JavaScript, and cloud platforms. Passionate about leveraging analytics and software engineering to solve real-world business problems.

Skills

Technical: Excel, Cloud Compute, SQL, Power BI, Tableau, data modeling/warehousing, data visualization.

Professional: Project management, collaboration, requirement gathering, presentation.

Professional Experience

Cloud Solution Engineer

Smartstream Technologies

Jacksonville, FL

May 2026–Present

- Provide **Production support** for mission-critical applications across **AWS, Linux/Unix, Oracle, Docker, and Kubernetes**, troubleshooting complex incidents and performing root cause analysis to maintain system reliability and meet SLAs.
- Write **SQL/PL/SQL queries** and develop **Python and shell scripts** to investigate production issues, validate data, and automate recurring operational and support workflows.
- Monitor and troubleshoot **Apache Airflow pipelines and cloud-based applications**, analyzing logs, resolving failed workflows, and collaborating with development teams to deploy fixes and prevent recurring issues.

IT Technician

Fidelity Investments

Jacksonville, FL

October 2021–May 2026

- Resolved **80%** of support tickets within SLA by streamlining troubleshooting workflows and prioritizing high-impact issues, improving overall service efficiency.
- Developed automation solutions for recurring technical issues, reducing resolution time by **30%** and freeing team capacity for strategic IT initiatives.
- Partnered with development teams testing pre-deployment releases, lowering system incidents by **30%**.

Patient Technical Support Associate

Wellbox

Jacksonville, FL

January 2021–September 2021

- Pushed mass SMS updates to **1,000+** patients for COVID-19 results using CRM tools, reducing inbound call volume and improving response time.
- Queried device activity reports to identify inactive units and contacted **80+** patients weekly, improving utilization and reducing service disruptions.
- Resolved 50+ daily technical requests through real-time troubleshooting, cutting ticket backlog by **30%**.

Education & Certifications

Western Governors University (WGU) | Data Analytics & Data Engineering (In Progress)

University of North Florida | Bachelor of Science in Information Technology

NYU Tandon | Data Analytics and Agile Leadership Certificate

CompTIA | Network+