# ADESOLA ADESINA

**Solutions Engineer | Observability & Customer Engineering**

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## SUMMARY

Customer-facing engineer with 9+ years across production support, software engineering, and technical consulting: the post-sales half of the solutions motion, moving upstream. At Cogstate I use Grafana, Application Insights, and KQL daily to root-cause failures in enterprise customers' Azure and .NET systems, then turn the findings into the runbooks and training that stop the same escalation recurring. Earlier: owned external-partner integrations end to end, demoed emerging tech to audiences from developers to senior executives, and shipped .NET on a DoD contract.

## TECHNICAL SKILLS

**Observability:** Grafana, Application Insights, KQL, Databricks, log and metric analysis, dashboarding, alert design, root cause analysis

**Customer-facing:** technical discovery, solution scoping, demo delivery, customer onboarding, escalation ownership, enablement content (runbooks, KB articles, tutorials, blog posts), technical presentations to executive audiences

**Languages & APIs:** Python, SQL Server, PostgreSQL, C#/.NET, TypeScript/React, REST, GraphQL, OAuth/JWT, microservices

**Cloud & delivery:** Azure, AWS, GitHub Actions, CI/CD, Git, JIRA

**AI tooling:** Claude Code for building, debugging, and automation

## PROFESSIONAL EXPERIENCE

**Application Support Engineer** | Cogstate — Apr 2025 – Present

- Own technical investigations for enterprise clients across a .NET microservices platform on Azure with React front ends, using Grafana and Application Insights for observability and SQL Server, Cosmos DB, and KQL for data forensics.
- Turn root-cause findings into runbooks, knowledge base articles, and written summaries for leadership, so whoever meets a known failure next starts from the answer.
- Partner across product, science, DevOps, engineering, client support, and outside vendors to route field patterns back into the product, and flag the automation and tooling gaps that would lighten the operational load.

**Product Support Engineer** | Trove Recommerce — Jul 2023 – Jul 2024

- Owned tier 2 and 3 escalations for external partners on a high-volume resale platform, working directly through their REST API integrations and the data behind them; managed 500+ tickets and resolved 90% of escalated cases within 48 hours.
- Owned an external-partner integration end to end: scoped requirements with a national warehouse and outside clients, rebuilt the pipeline, and shipped the documentation and telemetry that eliminated the recurring escalation.
- Read the support queue as a whole rather than ticket by ticket. Built a support-to-product feedback loop whose pattern analysis produced 3 shipped features and 25% fewer repeat requests in six months.
- Created tutorials and ran release-day support as primary subject matter expert for triage; training sessions for support teams cut escalations 30%.
- Maintained custom React, Python, and SQL applications: resolved 75+ high-priority bugs and cut load times by an average of 5 seconds per application.
- Documented the team's AWS workloads, cutting new-developer onboarding by 5 hours.

**Next-Gen Research Engineer** | Accenture Federal Services (via Insight Global) — Aug 2021 – Jul 2023

- Led technical evaluations and live demos of emerging technology (HoloLens, Matterport 3D, Skydio) for audiences ranging from developers to senior executives, and trained end users to independent operation.
- Built a centralized knowledge base from patterns in incoming support requests, cutting repeat requests 15% in three months, and ran troubleshooting training for client support teams.
- Owned SharePoint solution deployments end to end: requirements, code deployment, UAT, and stakeholder sign-off. Earned a Department of State award for delivery.

**Junior Software Engineer** | Applied Information Sciences Dec 2019 – Jul 2021

- Department of Defense contract: .NET architecture, tech-debt paydown, and cross-team engineering contribution; supported senior engineers on 5 major projects that finished ahead of schedule.
- Prototyped and wireframed solutions against client business needs, shortening development time.
- Resolved 100+ bugs across C#, Python, and JavaScript web applications, using SQL and REST API diagnostics to hold downtime under 10 incidents a year.
- Automated routine maintenance, returning 30 hours a month.

**Technology Consultant** | Guidehouse (formerly PwC Public Sector) Aug 2018 – Dec 2019

- Led design and development of custom software solutions with cross-functional teams, and organized the product backlog for a $6B federal project.
- Streamlined data collection, saving 200+ hours a year.
- Built and maintained RESTful APIs for third-party integrations across critical systems.

**Technology Consultant** | CGI Group Aug 2017 – Sep 2018

- Supported 11,000+ stakeholders and delivered end-user training that raised adoption and reduced support requests.
- Ran system audits and performance reviews that recovered 12 hours of uptime a month.

## PROJECTS

**adesola.dev**: portfolio and technical blog, deployed from GitHub by Actions.

**Earworm** (React, TypeScript, Vite): music-journaling app built with Claude Code; debounced iTunes API search, in-memory cache, AbortController cancellation, and full loading/empty/error states.

## EDUCATION

Bachelor of Science, Political Science | Frostburg State University, May 2015

Active Secret Clearance