JESSE OBYMAKO

IT Support & Systems · AI Workflow Automation · Cloud

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SUMMARY

IT support professional with more than four years on an enterprise service desk for a nationwide retail network, owning issues from first contact to root cause. I build AI workflow automation and cloud tooling with approval gates, so a person signs off on anything that leaves the system. CompTIA A+ certified, with tested fixes merged into open-source projects.

EXPERIENCE

AI Systems & Automation · Self-employed · Aug 2026 – Present

- Designed and run a supervised multi-agent AI workflow (Claude Code and Copilot CLI, among other tools) for engineering, research and audit work, with service-desk-style escalation.
- Built approval gates: nothing pushes code, opens a pull request, posts or spends without explicit sign-off; a blocked action halts with full context instead of retrying.
- Kept AI costs low by matching each task to the least expensive model that does it at full quality.
- Wrote specifications, runbooks and schema documentation, with automated tests that keep definitions consistent across platforms.

Career Break: Professional Development & Family Caregiving · Mar 2022 – Aug 2026

- Earned CompTIA A+ (Dec 2023); self-directed study in full-stack development, CI/CD, cloud infrastructure and AI agent orchestration.
- Earned SMAW and MIG welding certifications (Jun 2023), with working knowledge of TIG.
- Primary caregiver for elderly family members.

Service Desk Analyst · Harbor Freight Tools, Calabasas, CA · Oct 2017 – Mar 2022

- Resolved hardware, software, network and enterprise-application issues for store and corporate users by phone, chat, email and ticket, within response-time targets.
- Identified a recurring POS failure pattern and built an automated fix, reducing service desk call volume by ~30%.
- Diagnosed network outages across a nationwide store network, restoring locations that could not operate without their systems.
- Supported the move to a Microsoft Azure hybrid environment and the migration to ServiceNow (ticketing, workflows, back-end configuration).
- Provided priority support to retail VPs; researched account history in Salesforce and SQL; supported the in-house credit card rollout.
- Escalated defects to development, networking and security teams through Jira; worked with vendors on replacement hardware.

Supervisor / Key Holder · Jersey Mike's Subs, Calabasas, CA · Mar 2016 – Oct 2017

- Ran opening and closing operations, cash handling, deposits and inventory; supervised and coached staff.

OPEN SOURCE (every fix includes a test)

- Merged: career-ops (updater drift reporting; Playwright MCP detection; prompt-assembly hardening), sure (Brandfetch logo URLs), ttt (indent settings for new buffers).
- In review: conductor (MySQL unack sweep stays scheduled after failure), agent-browser (cross-origin iframe selector, end-to-end test).
- llmops-infra-guide: LLM-drafted Dockerfiles validated by `docker build`, with errors fed back into the next attempt.

SKILLS

- **Support:** help desk / ITSM, high-volume queues, remote support, escalation management, root-cause analysis, knowledge-base writing
- **Systems & Cloud:** Windows, Windows Server, Active Directory, Microsoft Azure (hybrid), AWS, VMware, Docker, Cisco, network diagnostics, telephony
- **Code & Automation:** Python, PowerShell, Bash, SQL, Node.js, C, Java, Git / GitHub, Playwright
- **Tools:** ServiceNow, Jira, Salesforce, Teams, Slack, Zoom; Claude Code and Copilot CLI, among other tools

CERTIFICATION

CompTIA A+ · December 2023