Nigel Itotia

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Profile

Recent computer science graduate with a strong passion for programming, artificial intelligence, and data science. Equipped with solid foundational knowledge in Python, machine learning, and data analytics, I am a fast learner eager to explore and apply cutting-edge technologies to real-world challenges. I thrive on solving complex problems and adapting to new environments, quickly mastering tools and frameworks to enhance project outcomes. Known for my strong analytical skills, creativity, and collaborative spirit, I am excited to join a dynamic team where I can further develop my expertise and make meaningful contributions to innovative projects.

Education

University of Portsmouth   *Sep 2022 – Jul 2024*
MSc Cyber Security and Forensic Information Technology   *Portsmouth, UK*

Strathmore University   *Jun 2017 – Jan 2022*
Bachelors in Business and Information Technology   *Nairobi, Kenya*

Technical Skills

Languages: Bash, Python, PowerShell, JavaScript, SQL, R, VBS, C
Developer Tools: VS Code, Eclipse, Google Colab, Anaconda, Jupyter Notebooks
Technologies/Frameworks: TensorFlow, Pytorch Flask, GitHub, AWS, Microsoft Azure, Microsoft Intune, Jira, Active Directory, SCCM, SCOM, NetApp, Nagios, VMware, Windows, Linux, Docker, SAP, Intune, Microsoft 365,

Experience

Mercedes AMG High Performance Powertrains   **Aug 2023 – Sep 2024**
IT Placement,   *Northampton, UK*
- Wrote automation scripts in Python, PowerShell, and VBS to automate routine tasks, reducing manual effort and increasing efficiency.
- Acted as the primary service desk contact, handling over 200 technical support queries monthly, achieving a 30% first-contact resolution rate.
- Enhanced workstation performance and user satisfaction by providing software and hardware support.
- Leveraged Microsoft Intune to manage company iPhones, ensuring secure device access and consistent user experience.
- Utilized Uniflow for printer management.
- Proficient in using SCCM for managing deployments and understanding of systems management tasks.
- Coordinated with third-party vendors to resolve technical issues, ensuring continuity and operational excellence across IT infrastructures.
- Managed user accounts with Active directory and Azure AD, including creating, managing and updating distribution lists, improving user access control and communication effectively.
- Oversaw SCCM-based software deployment and packaging, streamlining application management and deployment processes.
- Implemented IT infrastructure operational continuity initiatives utilizing SCOM, NetApp, and OpenLM.
- Conducted security remediation following comprehensive scans.
- Managed server patching routines with detailed documentation, aligning with security standards and industry best practices.
- Maintained virtual server environments with a focus on snapshot management, optimizing storage solutions.

Kenya Revenue Authority (KRA)   **Jan 2020 – Mar 2020**
IT Intern,   *Nairobi, Kenya*
- Troubleshooted and resolved technical issues, achieving a 70% satisfaction rating through efficient trouble ticket resolution and providing first-line technical support to end-users.
- Installed and configured over 90 PC workstations and laptops, ensuring users had the necessary tools to perform their tasks efficiently.
- Provided excellent communication, articulating technical concepts to non-technical stakeholders to enhance understanding and cooperation.
- Implemented automation techniques to streamline help desk processes, increasing efficiency by 30%.
- Managed IT asset inventory, cataloguing hardware and software resources to improve asset tracking and utilization.

- Assisted in routine maintenance and system upgrades, gaining hands-on experience with various IT operations and best practices.
- Prepared and set up IT equipment for training sessions and meetings, ensuring seamless technology utilization across departments.
- Tested and evaluated new software applications, providing feedback on usability and performance to the IT team.
- Documented IT processes and created simple user guides for common tasks, enhancing the organization's knowledge base and promoting self-service among employees.

Projects

Google AI Hackathon 2024 | *Python, Flask, Google Cloud Console*
- Developed an AI-driven application integrating user data to generate images based on users Spotify playlists, showcasing proficiency in Python and AI technologies.

AWS Deep Learning Challenge Hackathon 2022 | *Python, Flask, PyTorch, OpenCV, R*
- Developed an AI-powered video recommender system, enhancing content discoverability through machine learning.

Kaggle | *python, SQL*
- Regularly participate in Kaggle competitions.

Reddit Text-to-Speech Video Generator | *Python*
- Developed a Python application that automates fetching Reddit posts, converting them to speech, overlaying the audio on video game footage, and adjusting the aspect ratio for TikTok.

CyberTalents Cybersecurity CTF 2021 Nationals | *Python, PowerShell, Linux, Networking*
- Participated in a national cybersecurity competition, honing skills in penetration testing and cyber defence.

Electricity Theft Detection System| *Arduino, C*
- Developed an innovative system for detecting electricity theft as part of my undergraduate final year project. Utilized Arduino for hardware integration.

AdPath Medical Lab Mock-up | *PHP, HTML, Bootstrap*
- Created a functional website mock-up for a laboratory, showcasing web design and user experience skills.