Nixon Chigiya
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Career Profile and Objective

A motivated computer science student with strong technical expertise in IT infrastructure, networking, and programming fundamentals, I am eager to leverage my skills and experience in various IT fields in a challenging professional environment. With a keen eye for problem-solving and a knack for organisation and teamwork, I am committed to furthering my abilities in a professional setting.

Skills and Qualities

- Proficient in programming languages such as Python, C#, and SQL.
- Experience in software development and coding practices, including object-oriented programming and version control systems.
- Strong problem-solving and analytical skills, with the ability to troubleshoot and debug complex software issues.
- Familiarity with web development frameworks and technologies, including HTML, CSS, and JavaScript libraries like React.
- Understanding of computer networking concepts and protocols.
- Experience in server administration and cloud computing platforms, such as Azure.
- Proficiency in data structures and algorithms.
- Excellent organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Strong communication and interpersonal skills, with the ability to collaborate effectively in team projects.
- Continuous learning mindset and a strong desire to stay updated with the latest trends and technologies in the field of information technology.

Work Experience

Information Technology Intern, CBZ Holdings, Harare, Zimbabwe (Jan 2023 – Oct 2023)

- **IT Infrastructure and networking**: Involved in troubleshooting network infrastructure to ensure reliable and secure connectivity across all bank branches and offices. Managed and maintained more than 17 of the Group's servers supporting over 1200 of the company's employees, storage systems, and other hardware components generating a revenue of 4.2 million daily. **POS** support.
- **Security Management**: Implementing cybersecurity measures to protect the bank's network and systems from cyber threats, data breaches, and unauthorised access. Planned and executed technology security upgrades using SCCM software inventory management software for 115 users, migrations, and enhancements to keep the bank's infrastructure up-to-date and aligned with business needs.
- **Maintenance:** carried out nationwide maintenance of all IT related devices all over the country. Travelled to branches including Beitbridge, Mutare and Masvingo over 3 weeks.
   My duties included:
     - Installing security and technology updates
     - Clearing OS from machines to be auctioned
     - Dealing with various user queries and inquiries
     - User Software Training
- **Troubleshooting and User Support**: Provided technical support to over 200 staff and 100 customers for network-related issues, troubleshooting problems, and resolving incidents promptly. Also played a key role in the implementation of Sage 100 and Silverstar ERP solutions for CBZ Insurance leading to a decrease in the claims processing time and a jump in the policy issuance time.
- **User Training:** Involved in training users for the Group Wide Manage Engine Rollout used for logging queries with the group IT. I collaborated with 5 of my colleagues to train 15+ employees over two sessions.
- **Software Development:** Collaborated to develop and improve the Bank to Bank transfer reconciliation system. My duties included Quality assurance (QA) and also collaborated in the technical documentation of the system.

Information Technology Attachee, Zimpapers Media Group, Harare, (Fulltime, May 2022 – Dec 2022)

- **Leadership Digital Transformation:** Led a team in order to upgrade our manual entry system to a more advanced SQL-based digital platform. This change cut entry processing time by 50%, thereby making the security's work easier and more efficient.
- **User and Server Support**: Provided day to day user support for a large team of over 500 employees, managing more than 30 printers and 7+ servers to ensure smooth operations and efficiency throughout the organization**.**
- **Managing the Azure Active Directory(AAD)**: facilitated seamless user authentication and access management for all users in the organisation
- **Networking**: played a key role in Networking and security improvements using AZURE.
  - adding and removing users from email groups
  - Managing the organisation's VPN to allow work-from-home
  - Managing the Azure firewall for organisational security

Education

Btech in Computer Science, Harare Institute of Technology (2020–2024)
- Modules include Artificial Intelligence(AI) and Machine learning,
- Information Security 2.1,
- Computer Architecture 1,
- Internet of Things and Data Communications and Networks 1,
- Design and Analysis of Algorithms 2.1

High School Education, St Faiths High School, (2014 -2019)
- O' Level – attained 14As out of 15 subjects including Maths and English
- A' Level – attained passes in Maths, Physics, Computer Science and Chemistry

Leadership and Activities

- **Vice-Captain**, St Faiths High Baseball Team
- **Projects Director**, EMA Club St Faiths
- **Member**, Youth Alive Zimbabwe
- HIT Say What Club
- Google Student Developers Club
- HIT ENACTUS
- HIT Darts