




Batsirai Nyakotyo

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EDUCATION

Arizona State University

Aug 2023 - Aug 2025

BACHELOR OF SCIENCE, Information Technology

- **GPA:** 4.0
- **Coursework:** AWS cloud architecture, AWS Cloud Security Operations, IPv4 & IPv6 Network ICT, Adv Systems config management, Sysadmin of Unix, Information Systems Security, Enterprise IOT Device management, Unix Shell scripting

Certifications

- **AWS Certified Cloud Practitioner:** Amazon Web Services - February 2025
- **AWS Certified Solutions Architect:** Amazon Web Services - In Progress

WORK EXPERIENCE

Arizona State University

Dec 2023 - Present

TECHNOLOGY CONSULTANT

- Maintained 99.8% uptime for 200+ classrooms and collaborative spaces by proactively monitoring and repairing technology equipment.
- Resolved 95% of on-site IT issues within SLA deadlines, improving user satisfaction scores by 45% through effective communication and streamlined troubleshooting.
- Reduced repeat incidents by 30% by documenting and standardizing 50+ troubleshooting solutions in ServiceNow.

Sponsors for educational opportunity

May 2024 - Aug 2024

CLOUD DEVELOPER INTERN

- Executed multi-cloud deployment through Terraform to enhance CI/CD pipelines in both AWS and Azure environments, achieving a 40% reduction in downtime during critical release cycles while boosting overall deployment efficiency.
- Delivered 4 full-stack applications (Python/Flask, MySQL, JavaScript) in SCRUM teams focused on Agile methodologies, accelerating project completion by 20% compared to prior cycles.
- Reduced code merge conflicts by 50% by implementing Git best practices and automating workflows with Bash scripting across 10+ repositories.
- Automated configuration of 5+ servers using Ansible, ensuring consistent deployment and reducing manual setup time by 8 hours/month.

Arizona State University

Aug 2023 - Dec 2023

DATA VERIFICATION SPECIALIST

- Secured 100% compliance with data regulations by implementing Kleopatra encryption for 1,200+ sensitive files monthly.
- Reduced manual verification time by 20% (saving 10+ hours weekly) by automating workflows, while processing 5,000+ records with 99.9% accuracy.
- Managed and analyzed extensive data sets with a focus on accuracy, resulting in error-free data processing

Netfusion (Pvt) Ltd

Jan 2019 - Feb 2022

TECHNOLOGY SUPPORT SPECIALIST

- Resolved 300+ hardware/software tickets quarterly, reducing average resolution time by 35% and user downtime by 50%.
- Maintained 99.5% uptime for Linux servers and Active Directory systems, supporting 500+ end-users.
- Improved IT team productivity by 25% by migrating 20+ projects to Jira/Confluence, reducing miscommunications by 40%.

SKILLS

- **Technical Skills:** TCP/IP, C++, PowerShell, UNIX, Java, Docker, Wireshark, Splunk, Automation, VMware, Containerization
- **Language Proficiency:** Portuguese, Spanish, Shona, Japanese, English

PROJECTS

ENTERPRISE ACTIVE DIRECTORY HOMELAB

- Utilized Hyper-V to create a virtual switch, enabling communication between Windows 10 and Windows Server 2022 VMs, including static and DHCP IP assignments and firewall adjustments.
- Secured 100% of virtualized systems by deploying RBAC and Group Policies across 10+ Windows VMs, preventing unauthorized access.
- Reduced AWS deployment time by 50% using Terraform to automate multi-region security models (IAM, VPC, EC2).

AWS PROOF OF CONCEPT

- Deployed a secure, load-balanced web application on AWS to demonstrate application readiness for migration to the cloud.
- Implemented security best practices by using Terraform to manage firewalls, network devices, and automated deployments.
- Configured Server EC2 instances with proper security groups, managing traffic via SSH, HTTP, HTTPS, and RDP protocols.