Brendon Matsikinya, MSBA

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PERSONAL SUMMARY

Tech-driven Senior Technology Delivery Analyst with over 6 years of experience in IT Service Delivery, Cybersecurity, and Business Analytics across healthcare, banking, and corporate sectors. Skilled in end-user support, system administration, and IT compliance (SOX, ISO 27001, PCI DSS). Adept at resolving complex technical issues, leading infrastructure upgrades, and delivering mission-critical support in fast-paced environments. Passionate about optimizing technology, enhancing security, and enabling business success.

CORE COMPETENCIES

• End-User IT Support (Windows, Mac, Linux)
• Active Directory & Identity Management
• Incident Response & Cyber Threat Hunting
• LAN/WAN/Wi-Fi Troubleshooting
• AV & Video Conferencing Systems (Zoom, Teams, Poly, Logi)
• Ticketing & ITSM Tools (ServiceNow, JIRA, Ivanti, JAMF, Intune)
• IT Compliance (SOX, ISSO, PCI DSS, ISO 27001)
• MS365 Suite (Teams, OneDrive, SharePoint, Excel, Word, PowerPoint)
• Cloud & Virtualization (AWS, Azure, VMs)
• Process Improvement & SOP Documentation
• Customer Service & Team Collaboration

EXPERIENCE

Direct Support Associate – Eastern State Hospital   Williamsburg, Aug 2025 - Present
Focus: Applying Analytical and Critical thinking in healthcare system

● Delivered compassionate patient care while leveraging IT and analytics to improve workflow efficiency.
● Enhanced clinical documentation processes and identified digital solutions for scheduling and communication.
● Applied crisis intervention skills and supported interdisciplinary collaboration in a secure healthcare environment.

Data (Technical) Analyst - Ai-Spark   Hybrid, USA, Dec 2024 - May
Focus: Compliance Dashboards, ETL Automation, Strategic Analytics (www.ai-spark.com)

● Provided technical support, website optimization, and application deployment using Webflow.
● Implemented security-focused features, optimized system performance, and maintained user experience.
● Developed data models and compliance-focused Tableau dashboards, increasing audit readiness and reducing reporting errors by 30%. Created ERDs and dataflow diagrams to document business processes and guide database architecture.
● Collaborated with analysts and architects to design secure cloud-based data solutions in line with PCI DSS and ISO 27001 standards.
● Implemented SQL and Python-based transformations to ensure clean, high-quality, and accessible data.ndards.

Senior Systems Analyst - Commercial Bank of Zimbabwe   Zimbabwe, Dec 2023 - Aug 2024
Transformation & Quality Initiatives Focus: KPI Monitoring, Process Improvement, Regulatory Alignment

● Directed data-driven process improvements during the ZiG currency transition, impacting $10M+ daily transactions.
● Enhanced compliance alignment by introducing data quality checks and process controls.
● Produced SQL-driven KPI dashboards to identify performance gaps across branches.anches.

Data Analyst - Commercial Bank of Zimbabwe   Zimbabwe, Jul 2023 - Nov 2023
Business Performance & Reporting Focus: Performance Tracking, Trend Analysis, Reporting SOPs

● Designed database procedures resolving transactional failures, reducing conflicts by 70%.
● Developed SQL and Excel dashboards tracking digital channel usage and stability.
● Supported data mapping and integration strategies for enterprise reporting.
● Contributed to data mapping strategy, identifying key requirements, data sources, and approaches to data integration

Cybersecurity Analyst - ABC Holdings Limited   Zimbabwe, Sep 2022 - June 2023
Infrastructure & Risk Monitoring Focus: Real-time Monitoring, Risk Management, Security Compliance

● Mitigated critical security risks by identifying vulnerabilities through ethical hacking and pen testing using Metasploit and BurSuite
● Managed real-time monitoring dashboards and alerts using SolarWinds and Splunk; collaborated with IT risk team to prepare systems for audits
● Maintained data integrity and implemented branch-level security controls across 30+ regional sites ensuring regulatory compliance

Technology Services Analyst – BancABC   Zimbabwe, Jan 2020 - Aug 2022
Reporting & SLA Compliance Focus: SLA Analysis, Infrastructure Uptime, Knowledge Sharing

● Utilized Postilion, Splunk, and SolarWinds to monitor customer transactions, diagnose all Errors and all merchant payments
● Led system uptime monitoring and performed SLA analysis for 24/7 digital infrastructure and coordinated with internal teams to troubleshoot trends and prevent recurring outages
● Accelerated onboarding, incident resolution by creating reusable tracking templates and leading analyst knowledge-sharing sessions

EDUCATION

Master of Science, Business Analytics (MSBA)
William & Mary – Raymond A. Mason School of Business | May 2025
Relevant Coursework: Predictive Modeling, Data Visualization, Big Data Analytics, Optimization, Strategic Database Use

Bachelor of Science in Computer Science & Informatics
University of Zimbabwe | Dec 2021
Relevant Coursework: Systems Analysis, Database Management, Software Engineering, SDLC, AI Foundations

SELECTED CERTIFICATIONS

- ITIL® v4 - People Cert
- ISO 27001 Foundation - SkillFront
- Certified Ethical Hacker (CEH) + CEH Master + CEH Practical – EC-Council
- IBM Cybersecurity Analyst Professional Certificate (V2) - Coursera
- Linux 100 – TCM Security
- Practical Help Desk – TCM Security
- Python 100 – TCM Security
- CyberOps Associate – Cisco
- SQL: Data Reporting and Analysis – LinkedIn
- PCAP – Programming Essentials in Python – OpenEDG Python Institute
- **Additional certifications available Click Link**

SELECTED PROJECTS

- **Virginia Datathon 2025 (Top 10 Team):** Built predictive models for public transport performance analysis View Project
- **Professional Data Analysis & Automation Projects**: Developed real-time dashboards in Python and Tableau View Projects
- **Recommender System:** Designed and implemented a movie recommendation engine using Python and machine learning View
- **Healthcare Chatbot System:** Developed a conversational AI chatbot for healthcare inquiries using Python and NLP View
- **Credit Card Fraud Detection Model**: Created a predictive model to detect fraudulent transactions using machine learning View
- **Tableau Dashboards:** Built customer analysis and global awareness dashboards in Tableau for various datasets View Projects
- **Machine Learning - Predicting Virginia GDP**: Applied regression and optimization techniques to forecast GDP trends View