

Pacifique NTWALI GASHUMBA

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Professional Summary

Self-motivated and ambitious individual with more than three years of experience as an ICT Trainer and experience in Computer literacy. I have a broad range of skills in the tech and digital industries, gained through self-directed learning and hard work. I am passionate about learning to expand my skill set and take on new challenges.

Plus, I am adept at handling multiple tasks, working well under pressure, and always dedicated to continuous learning and improvement.

Work Experience

From Jan 2018 - Feb 2021

Better Future for Generation, Kigali

ICT Trainer,

Key Responsibilities:

- Designed and developed training programs to increase sustainable development for people, especially youth, women, and people with disabilities.
- Prepared the learning environment and resources, including setting up IT equipment.
- Conducted technical training in computer maintenance and user skills like desktop applications such as Microsoft Office and Internet browsers.
- Evaluated and prepared reports on the effectiveness of training programs and learning outcomes.

Feb 2019 - Current

Freelance, Kigali

IT Support Technician, As a freelance IT Support Technician, I provide technical support to clients and ensure the smooth running of their systems.

My services include:

- Troubleshooting and resolving technical issues related to hardware, software, networks, and peripherals.
- Installing and configuring software and hardware, including setting up new computers, printers, and other peripherals.
- Help in setting up and configuring networks, both wired and wireless.
- Maintaining systems, ensuring that they are up-to-date and secure.
- Setting up backup and recovery systems to protect client data in case of system failure.
- Providing training to clients on how to use their systems and software.
- Maintaining documentation of all work done, including technical specifications, troubleshooting procedures, and other relevant information.

Education

College de l'Espoir de Gasogi.

Jan 2013 - Nov 2015

Advanced Certificate of Education in Mathematics, Physics, and Computer Science (MPC)

Languages

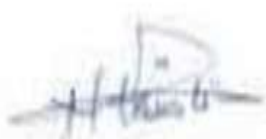
English	— Fluent
French	— Fluent
Kinyarwanda	— Native

Additional Skills

- Computer literacy: proficient in Microsoft Office Suite, Google Suite, online research and tools, and computer maintenance.
- Attention to detail: honed through experience in transcribing and content creation and troubleshooting.
- Communication: excellent verbal and written communication skills.
- Time management: skilled at handling multiple tasks and meeting deadlines.
- Self-motivation: driven to learn and improve through self-directed and quick learning.

References

Available upon request.

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