

# ISHENGOMA KAKWEZI

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WWW: [Bold Profile](#)

## Websites, Portfolios, Profiles

- [linkedin.com/in/ishengoma-kakwezi-208392342](https://www.linkedin.com/in/ishengoma-kakwezi-208392342)
- [github.com/Isheboy](https://github.com/Isheboy)

## Professional Summary

Detail-oriented IT Support Specialist with hands-on experience in technical support, hardware and software troubleshooting, and IT operations. Skilled at delivering solutions in fast-paced environments, with expertise in computer hardware, networking, programming, and machine learning. Strong communicator passionate about continuous learning and professional growth.

## Skills

- IT Support & Administration:
- Computer Hardware Installation
- Software Installation
- Wireless Networking
- Programming & Development:
- Java
- Data Structures
- Programming
- Machine Learning principles and applications
- IT Hardware Support
- Troubleshooting
- Printer Support
- Outlook 365
- Python (Programming Language)
- Algorithms
- Object-Oriented Programming (OOP)
- Machine Learning:
- Computer Science Fundamentals

## Work History

**IT Support Specialist (Internship), 02/2025 to Current**

**Universe Advanced Technologies – Dar es Salaam, Tanzania**

- Provide onsite technical support for hardware and software issues.
- Troubleshoot and resolve complex IT incidents, improving overall system uptime.
- Install, configure, and maintain IT hardware, peripherals, and network devices.
- Support users with Outlook 365, wireless networking, and printer issues.
- Demonstrate adaptability and eagerness to learn new technologies.
- Key Skills: Computer Hardware Troubleshooting, IT Hardware Support, Computer Hardware



Installation, Troubleshooting, Outlook 365, Wireless Networking, Software Installation, Printer Support

**IT Support Officer Intern**, 11/2024 to 02/2025

### **Channel Ten**

- Assisted in the technical support and maintenance of radio broadcasting systems.
- Performed hardware troubleshooting and provided end-user support.
- Supported IT infrastructure for broadcasting operations.
- Key Skills: Radio Broadcasting, Computer Hardware Troubleshooting

## **Education**

**Bachelor of Science:** Computer Science, 12/2024

**University of Dodoma** - Dodoma, Tanzania

[2021] - [2024]

## **Certifications**

University Certificate

## **Languages**

English (intermediate):

Swahili (fluent):

## **References**

Joseph Mbata, General Director, +255 713 878 285, Universe Advanced Technologies Ltd,

Rachel Edson, Admin, +255 696 371 951, Coretax Africa Ltd,