

Fidel Niyidukunda

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Professional Summary

I am a versatile technologist with hands-on experience across web development, IT support, and automation. My toolkit spans WordPress, PHP, MySQL, Node.js, React, and API integration, as well as infrastructure, networking, and Linux server management. I enjoy building solutions that are robust, scalable, and user-focused—whether that means developing custom web applications, optimizing cloud deployments, or troubleshooting complex network issues. I am comfortable learning new frameworks and tools, and I thrive in environments where adaptability, clear communication, and ownership are valued. My approach is practical and collaborative: sharing knowledge and delivering results that make a real impact—no matter the technology stack.

Work Experience

IT Administrator & Course Facilitator – BSG and Technologies

Feb 2025 – Present

- Diagnosed and resolved complex LAN, WAN, and VOIP issues for staff and students, minimizing downtime and improving system reliability.
- Supported and maintained Windows Server environments, including user management, scheduled backups, and security updates.
- Configured and managed Cisco routers and switches to ensure secure, high-performance network access.
- Documented issues, solutions, and follow-ups using modern tools to improve team knowledge and service quality.
- Assisted with integration and troubleshooting of web technologies (WordPress, APIs, MySQL) as part of broader IT duties.

- Remain versatile and proactive in learning new platforms and tools (such as Mikrotik, Linux servers, Proxmox, 3CX, cloud services) to expand my technical capabilities.
- Provided user training, technical support, and clear communication to both technical and non-technical audiences.

IT Support Technician – del IT & Web

April 2022 – Feb 2025

- Provided IT support for small businesses, including troubleshooting network, wireless, and VOIP issues.
- Configured and maintained Linux servers, Windows systems, and cloud services.
- Set up and managed Mikrotik routers, VPNs, and firewall rules for secure client networks.
- Documented faults, solutions, and follow-ups for clients.
- While I am new to some phone systems and PABX, my strong troubleshooting skills and willingness to learn help me adapt quickly.

Private Tutor –

February 2016 – March 2022

- Provided academic support in Mathematics and Sciences to high school and college students
- Built strong client relationships and improved learning outcomes through personalized strategies
- Developed learner-centred schedules and progress tracking systems

Educator & ICT Lab Assistant – Kwa-Giba High School

April 2009 – December 2012

- Supported ICT Department and coordinated lab activities
- Installed and maintained lab hardware and software
- Ensured secure systems through antivirus deployment, firewall setup, and user access controls
- Delivered full-time classroom teaching in Mathematics and Sciences

Featured Projects

Professional Profile Automation System

Legendary automation system with GitHub as single source of truth for managing professional materials across platforms

Technologies: Node.js, GitHub Actions, JSON, HTML/CSS, Git, Automation

Highlights:

- Single source of truth architecture: Update once, deploy everywhere
- Automated CV generation with responsive HTML design and LinkedIn optimization
- GitHub Actions workflow for continuous integration and deployment
- Amateur-friendly documentation with 60%+ success rate for new users
- Demonstrates technical skills while solving real-world professional needs

Purpose & Perspective Blog

Full-stack blog application with intelligent fallback systems and comprehensive security features

Technologies: Node.js, Express, MongoDB, EJS, Security Implementation

Highlights:

- Dual-storage architecture ensuring 100% uptime
- XSS protection and rate limiting implementation
- Auto-retry connection logic with health monitoring

Floral Kingdom Tours

Headless CMS tourism platform with React frontend and WordPress backend

Technologies: React, WordPress, Tailwind CSS, Vercel, REST API

Highlights:

- Environment-aware API integration with fallback handling
- Responsive carousel with mobile optimization
- Complete booking system with form validation

Learning Management Systems

Educational platforms with course management and student progress tracking

Technologies: WordPress, Tutor LMS, Educational Technology

Highlights:

- Supporting 50+ students in remote and underserved backgrounds
- Real-time user feedback integration
- Offline/online sync capabilities

Kubernetes Learning Journey

Hands-on learning journal documenting containerization and orchestration exploration

Technologies: Kubernetes, Docker, Linux, DevOps

Highlights:

- Complete setup guides for Minikube and kubectl
- Practical deployment experiments and troubleshooting
- ConfigMaps and Secrets implementation documentation

Technical Skills

Programming & Web Development

Frontend: HTML, CSS, JavaScript, React, EJS, Tailwind CSS

Backend: Node.js, Express.js, PHP

Databases: MongoDB Atlas, SQL, MySQL

Infrastructure & Cloud

Operating Systems: Windows, macOS, Ubuntu Linux

Cloud: Azure, GCP, DNS, VMs, IAM

Networking: TCP/IP, OSPF, RSTP, VPN, Firewalls

CMS & Digital Tools

CMS: WordPress, Headless CMS, Custom Post Types

SEO: Yoast, Rank Math, Google Analytics

Design: Photoshop, GIMP, Elementor

Education & Certifications

CompTIA Certifications (2021–2024): A+, Network+, Security+, Cisco CCNA

Web Technologies: WordPress Development, Kubernetes LFS250, KCNA

Durban University of Technology (2012–2015): S4 Electronic Engineering (Pending In-service Training)

Command Secondary School (2004): National Certificate (Matric)

Languages

English: Fluent | **isiZulu:** Conversational | **French:** Conversational

References

Thando B. Gumede – CEO, BSG and Technologies | Alumni of KwaGiba High School 2009
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Mr. Saneliso S. Mafuleka – Supervising Manager & Co-facilitator: BSG and Technologies
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Last updated: October 2025