





CURRICULUM VITAE

Fidele Niyidukunda

 Contact: +27 67 7188 232

 Email: finiyid@gmail.com

 Website: www.delitweb.com/niyidukunda

 LinkedIn: [linkedin.com/in/fidel-niyidukunda-4b017a8b](https://www.linkedin.com/in/fidel-niyidukunda-4b017a8b)

 Address: 17 Circle Drive, Kloof, Durban, 3610

WORK HISTORY

del IT&Web (Freelancing) - IT Support Technician

April 2023 - Present

- Provided Level 1 technical support (onsite and remote) using tools such as AnyDesk and TeamViewer.
- Diagnosed, installed, and maintained hardware/software, including desktop workstations, wireless devices, and printers.
- Conducted Microsoft 365 training through interactive sessions, guiding users on essential Microsoft 365 applications such as Word, Excel, Teams, Outlook, SharePoint, and OneDrive.

Private Tutor (Part-Time)

February 2016 - March 2022

- Acquired key skills in smart scheduling, client relationship management, time management, and communication.
- Assisted high school and college students with Math and Sciences.

Kwa-Giba High School, Hluhluwe KZN - Educator & Computer Lab Assistant Administrator

April 2009 - December 2012

- Supported the ICT Department as an Assistant Coordinator.
- Maintained the computer lab, performed hardware/software upgrades, and conducted troubleshooting.
- Ensured malware protection and security through the installation of antivirus software, security updates, firewall configurations, and the use of role-based access controls.
- Served as a full-time teacher.

EDUCATION

CompTIA A+, N+, Security+, Cisco CCNA

2021-2024

- Certifications: CCNA 200-301, CompTIA CY0-601, N10-007, 220-901/902

Durban University of Technology

2012-2015

- S-4 Electronic Engineering (Pending In-service Training to complete National Diploma)

Command Secondary School

2004

- National Certificate (Matric)
-

ADDITIONAL SKILLS & EXPERIENCE

Computing and Software Development

- Proficient in major operating systems, including Windows 7/8/10/11, Ubuntu, Kali Linux, and macOS.
- Familiarity with basic Server 2019/2022 and administration of Active Directory: control of access to user accounts, files, and applications; centralized enforcement of security policies.
- Experience with virtualization infrastructure using tools such as Hyper-V and VirtualBox.

Network Routing and Switching

- Routing configuration using protocols such as TCP/IP, OSPF, and BGP.
- Proficiency in key switching protocols, including RSTP, VTP, and VLAN deployment.
- Ability to administer VoIP and WLAN technology on the network.

Security

- Ability to apply security measures such as ACLs, firewalls, and VPNs to safeguard networks against external threats and unauthorized access.
- Capable of network troubleshooting using tools such as Wireshark, Nmap, and command-line environments for securing networks.

Programming Skills

- Intermediate coding skills in web development using HTML, CSS, and JavaScript.
- Basic to intermediate level knowledge of SQL.
- Experience in Web Design using a WordPress and supplemented by HTML and CSS coding.

Electronic Hardware & Software

- Proficient in reading and diagnosing hardware by means of continuity testing, voltage/current and resistor measurements using a digital multimeter.
 - soldering and de-soldering of components during replacement.
-

REFERENCES

- **Mr. Simiso Sokhela**
Creative & Sales Director, Awali Business Solutions
 Contact: +27 61 587 6851
- **Casper Chitepo**
Director, Africa College of Technology
 Contact: +27 73 315 4738
 Email: casper@africact.co.za
- **Rev Aminadab Butorano**
Senior Colleague (Retired), Mentor, Head of ICT, Kwa-Giba High School
 Contact: +27 84 5977 812