



## CURRICULUM VITAE

### Fidele Niyidukunda

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GitHub: <https://github.com/Niyidukunda/>

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## 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, Hlulhuwe 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.
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## 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)
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## **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.
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## 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  
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- **Rev Aminadab Butorano**  
Senior Colleague (Retired), Mentor, Head of ICT, Kwa-Giba High School  
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