

**CURRICULUM VITAE**

# Fidele Niyidukunda

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

**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

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# • Rev Aminadab Butorano

Senior Colleague (Retired), Mentor, Head of ICT, Kwa-Giba High School Contact: +27 84 5977 812