

## PERSONAL DETAILS

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 Kigali, Kicukiro

 +250 789 309 376

 Norbertnabahire@gmail.com

 1st March 2001

## SKILLS

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### COMMUNICATION



### COMPUTER



### IT



## LANGUAGES

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### ENGLISH



### KINYARWANDA



### FRENCH



# NORBERT NABAHIRE

## PROFILE

Three years experience in Diagnosing and solving technical issues including troubleshooting and Internet connectivity. Redirecting problems to the appropriate resource when necessary. Staying up to date with changes and updates in a company's systems. Use of computers and designated tracking software in order to process and record calls.



## EDUCATION

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- Jan 2018 - Sept 2021 DIPLOMA IN IT & COMPUTER NETWORKING  
SoS Kigali
- Sept 2022 - 2025 BACHELOR IN BUSINESS INFORMATION AND  
COMMUNICATION TECHNOLOGY (BBICT)  
Mount Kenya University



## EXPERIENCE

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| Oct 2021 - Now       | <b>TECHNICAL SUPPORT</b>  |
| Iconic Ltd           | <ul style="list-style-type: none"><li>• Troubleshooting</li><li>• Installation and Setup</li><li>• User Assistance</li><li>• System Maintenance</li><li>• Remote Support</li><li>• Issue Documentation</li></ul>  |
| Sept 2019 - Dec 2019 | <b>INTERNSHIP (TECHNICAL SUPPORT)</b>   |
| Bizonia, Kigali      | <ul style="list-style-type: none"><li>• Network Design and Architecture</li><li>• Network Configuration</li><li>• Routing and Switching</li><li>• Firewall Management</li><li>• Network Security</li><li>• Wireless Networking (Wi-Fi)</li><li>• LAN/WAN Management</li></ul> |
| July 2025 - Aug 2025 | <b>INTERNSHIP (IT SUPPORT)</b>  |
| Bank of Kigali (BoK) | <ul style="list-style-type: none"><li>• PANINI Troubleshooting Support</li><li>• T24 Troubleshooting Support</li><li>• PC Troubleshooting</li><li>• PC Installation</li><li>• Hardware and Software Troubleshooting</li><li>• User Assistance</li></ul>                       |



## REFERENCES

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Philbert DUSHIMIMANA  
Managing Director / Iconic Design  
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NIYIGENA Alphonse  
Operation Manager / Bizonia  
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