



MUGABO WILLY FRED

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PROFESSIONAL SUMMARY

Enthusiastic technical support engineer eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of technical support role, eager to secure entry-level technical support position. Ready to help team achieve company goals. Motivated to learn, grow and excel in technical support industry.

EDUCATION

Adventist University Of Central Africa Kigali - Rwanda
undergraduate Information technology in networking and communication systems i'm currently an undergraduate student and pretty much inspired by gaining new experience doing things i love to do and learning from my peers! and am open to that.

SKILLS

- Network Maintenance and Repair
- Customer Service
- Troubleshooting Network Issues
- Active Directory in windows server 2019.
- LDAP configuration in redHat enterprise linux
- Configurations of Linux based services such as Web server(apache),DNS,Mail, DHCP,cluster server(High availability server).
- Bash scripting in RHEL operating system.
- Port forwarding in RHEL systems.
- Configuring Logical Volume Management in RedHat linux based servers.
- Configuring RAID 1 & 5
- Service Calls
- Firewall Installation
- UNIX Shell Scripting
- Attentive to Detail
- VPN Configurations
- OSPF Routing
- BGP Routing
- EIGRP Routing

WORK HISTORY

Network Support Engineer, 01/2022 to Current

HISP Rwanda - Kigali, Rwanda

- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- monitoring network performance.
- solving technical issues.
- upgrading network equipment.
- ensuring network security, and providing customer service.
- configuring network devices ensuring good flow of traffic and

maintaining its security.

- Diagnosed and executed resolution for network and server issues.
- Monitored network hardware operations to evaluate proper configuration.
- Supported users in setup and configuration of wireless bridge networks.

CERTIFICATIONS

- CCNA - Cisco Certified Network Associate
- CompTIA Security+