

NZAYISENGA FABRICE

KIGALI, KG IPOSITA • 250788513004 • fabricenzayisenga@gmail.com

Professional Summary

Enthusiastic Technician eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Electro-mechanical related equipments and End-user Electronics and training in IT Support by Google. Motivated to learn, grow and excel in technical troubleshooting.

Skills

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|--------------------------|--|
| • Networking Accessories | • Troubleshooting skills |
| • Mechanical Design | • Microsoft Office |
| • Google Cloud Platform | • Electrical and Electronics Installation and Repair |
| • SolidWorks 3D models | • Data management |
| • SCADA Software | • Engine Maintenance |

Education

Advanced Diploma: Electromechanical Technology, 05/2022

Integrated Polytechnic Regional College - Kigali

Certifications

- Certified Professional IT Support, Google
- Duolingo English Proficiency
- Tools for Data Science

Google Professional IT Support

- <https://www.credly.com/badges/0dae1123-8468-497b-8927-62c19f94068f>

Work History

Technical Support Engineer, 01/2017 to Current

Remera Electronics Repair – KIGALI, KG

- Served as primary point of contact for support relating to owned solutions and products.
- Maintained personal repository of technical knowledge used to hone responses and shorten remediation times.

- Provided guidance on installing and integrating new hardware components and software to remote clients.
- Performed root cause analysis of reported issues to decisively discern and enact corrections.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Helped streamline repair processes and update procedures for support action consistency.

IT Support Specialist (Contractor), 05/2021 to Current

Clinique Saint Moise – KIGALI, KG

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Responded to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.

Electrician, 01/2018 to 11/2019

Freelancer – KIGALI, KG

- Performed in-depth electrical acceptance testing of completed hardware.
- Provided on-site engineering and technical services during installation and fielding processes.
- Proposed electrical product and system modifications to improve quality and efficiency.
- Prepared budgets by estimating materials, labor and construction costs.
- Performed maintenance procedures and repairs on existing electrical products and systems.

Field Technician, 01/2019 to 08/2021

Star Africa Media – Kibungo, Ngoma

- Performed troubleshooting and diagnostics of malfunctioning equipment, machinery, tools and components.
- Inspected municipal and industrial facilities for adherence to environmental regulations.
- Utilized safety practices with no complaints or accidents.
- Calibrated new and existing equipment for optimal performance.
- Managed on-site and off-site installation, repair, maintenance and test tasks.