

Richard Nsanzimana

IT And Technical Support Engineer

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Profile

IT and Software Developer with experience in technical and customer support, troubleshooting, and system maintenance. Skilled in Microsoft 365, Google Workspace, Azure, AWS, and network management. Completed a Bachelor's degree in Computer Science and trained through the Code2Connect program at Solvit Africa. Strong problem-solver with hands-on IT skills, customer focus, and readiness to grow as a Technical Support Engineer (SCIM).

Skills

Technical & Customer Support
Network Troubleshooting
Microsoft Azure & AWS Services
Google Workspace & Microsoft 365 Support
Software Installation & Maintenance
Database Systems (SQLite, MySQL)
IT Service Management & Documentation
Excellent Communication & Team Collaboration

Courses and Certificates

- Learn CCNA 200-301 Network Fundamentals Online
- virtual assistant
- AICE(AI CAREER ESSENTIAL)
- Google WorkSpace And MS Office

Education

Bachelor's Degree in Computer Science

Natioanl University of Rwanda

04/2021 – 10/2025 | Kigali

High School Diploma in Mathematics, Physics and Computer

Professional Experience

FRONT-END DEVELOPER

Solvit Africa 

06/2025 – 09/2025 | Kigali Rwanda

IT SUPPORT

University Teaching Hospital of Butare (CHUB) 

07/2024 – 08/2024 | Huye District of Rwanda

IOT BASED SYSTEM FOR MONITORING AIR POLLUTION DETECTION

Carnegie Mellon University Africa 

02/2024 – 03/2024 | kigali Rwanda

NETWORKING FUNDEMENTAL

simplearn.com

07/2024 – 09/2024 | Kigali, Rwanda

CONTENT CREATOR

ExtraClassses Rwanda

11/2023 – 05/2024 | Kigali Rwanda