ISHENGOMA KAKWEZI

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WWW: [Bold Profile](#)

Websites, Portfolios, Profiles

- linkedin.com/in/ishengoma-kakwezi-208392342
- github.com/Isheboy
- https://iamishengoma.netlify.app/

Professional Summary

Detail-oriented IT Support Specialist with hands-on experience in technical support, hardware and software troubleshooting, and IT operations. Skilled at delivering solutions in fast-paced environments, with expertise in computer hardware, networking, programming, and machine learning. Strong communicator passionate about continuous learning and professional growth.

Skills

- IT Support & Administration:
- Computer Hardware Installation
- Software Installation
- Wireless Networking
- Programming & Development:
- Java
- Object-Oriented Programming (OOP)
- Computer Science Fundamentals
- Microsoft outlook

- IT Hardware Support
- Troubleshooting
- Printer Support
- Outlook 365
- Python (Programming Language)
- Data Structures
- Programming
- Technical support

Work History

IT Support Specialist (Internship), 02/2025 to Current
Universe Advanced Technologies – Dar es Salaam, Tanzania

- Provide onsite technical support for hardware and software issues.
- Troubleshoot and resolve complex IT incidents, improving overall system uptime.
- Install, configure, and maintain IT hardware, peripherals, and network devices.
- Support users with Outlook 365, wireless networking, and printer issues.
- Demonstrate adaptability and eagerness to learn new technologies.

- Key Skills: Computer Hardware Troubleshooting, IT Hardware Support, Computer Hardware Installation, Troubleshooting, Outlook 365, Wireless Networking, Software Installation, Printer Support
- Installed and configured operating systems and applications.
- Configured hardware, devices, and software to set up work stations for employees.
- Diagnosed and troubleshot hardware, software and network issues.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Created user accounts and assigned permissions.
- Researched and identified solutions to technical problems.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Developed and implemented preventive maintenance procedures.
- Offered assistance in implementing and developing training programs.

IT Support Officer Intern, 11/2024 to 02/2025
Channel Ten – Dar Es Salaam

- Performed hardware troubleshooting and provided end-user support.
- Supported IT infrastructure for broadcasting operations.
- Key Skills: Radio Broadcasting, Computer Hardware Troubleshooting
- Streamlined IT processes for increased efficiency and reduced downtime.
- Diagnosed complex technical problems, saving time and resources by providing effective solutions quickly.
- Employed remote support tools effectively for efficient troubleshooting of offsite issues.
- Collaborated with cross-functional teams to develop and implement IT solutions.

Education

Bachelor of Science: Computer Science, 12/2024
University of Dodoma - Dodoma, Tanzania
[2021] - [2024]

Certifications

University Certificate

Languages

English (intermediate):   Swahili (fluent):

References

Joseph Mbata, General Director, +255 713 878 285, Universe Advanced Technologies Ltd,

Rachel Edson, Admin, +255 696 371 951, Coretax Africa Ltd,