

Derek Rwegoshora

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WORK EXPERIENCE

Support and Teach FG

January 2024 – Present

Founder & CTO

Morogoro, TZA

- As Founder & CTO, I oversee our core strategies, service roadmap, ops, marketing, and branding.
 - We've provided IT and tutoring services to over 20 clients since late December 2023 (our inception).
 - Please visit our website for more insight on what we do: www.supportandteach.co.tz
- As part of branding, I've personally shot and processed more than 30 photos and videos, and collected, composited, and developed over a dozen Canva Pro designs for our team.
- I'm also in charge of all marketing and SEO, and I've directed two social media ad campaigns on Facebook and Instagram, resulting in a total reach of 27,093 post impressions and over 54 customer leads between February and August 2024.

Morogoro International School

January 2023 – Present

IT Technician & Primary ICT Teacher

Morogoro, TZA

- Install and inspect software and hardware, and perform system updates and patching of network systems.
- Reset, configured and updated group and user policies on over 50 systems; increasing systems security by 80%
- Provide cybersecurity training to staff, increasing overall awareness of information security and online safety.
- Manage school's Google workspace, Ubiquiti systems and Sophos XGS firewalls and perform routine maintenance and repair of campus computer systems and printers; escalating issues to senior levels if needed.
- Teach ICT and Digital Literacy to all elementary classes, enhancing awareness of technologies and passing on key core skills to the next generation.

Morogoro International School

September – December 2022

IT Intern

Morogoro, TZA

- Received, cleaned, evaluated, and stored equipment, resulting in efficient inventory management.
- Imaged equipment following defined processes, ensuring accurate software installation and configuration.
- Installed software and hardware components as needed, ensuring optimal system performance.

EDUCATION

Mzumbe University

November, 2019

Higher National Diploma in Information Technology

Morogoro, TZA

- Graduated with a CGPA of 3.7 and obtained Second Class – Upper.
- Winner of the Best Field Report – Undergraduate Studies, awarded by Mzumbe University for the field attachment report that I submitted detailing the work done and experiences gained during my field training.

Morogoro International School

June, 2014

High School Diploma majoring in Science & ICT

Morogoro, TZA

- Graduated with a Merit overall grade in both my GCSE & IGCSEs.

SKILLS

IT Support and Solutions: via Google workspace admin, Sophos XGS and Ubiquiti systems, not to forget ticket escalation procedures. Web Development: via HTML, PHP, Jscript, CSS and WordPress. Content Creation: via Canva, CapCut, Adobe After Effects & Copilot (AI). Content Moderation: on Facebook, Instagram, Twitter & Telegram platforms. Community Management: on Discord, Google Meets & Zoom applications. Photography & Videography: using Canon, Fujitsu and smartphone cameras and software.