Pascalia Isika – Curriculum Vitae

Personal Information

Name: Pascalia Isika
Email: pascalmbithe1999@gmail.com
Phone: 0748144415
Location: Nairobi, Kenya
Nationality: Kenyan

Career Objective

Enthusiastic and self-driven Computer Science graduate with hands-on experience in IT support, technical troubleshooting, and digital communications. Eager to contribute to organizational success by leveraging technical skills, strong communication, and a passion for solving user-centered problems. Committed to continuous learning and professional growth in the technology field.

Core Competencies

- Customer Support & Technical Troubleshooting
- Front-End Web Development (HTML, CSS, JavaScript)
- Backend Technologies: Python, MySQL
- Networking & Cybersecurity Fundamentals
- UI/UX Design Principles
- Git Version Control
- CMS & Domain Management (DNS, Webmail, Outlook)
- Google Cloud Platform (GCP) Basics
- Clear communicator & collaborative team player

Professional Experience

IT Support Assistant
Univision DT Sacco – Kitui, Kenya
Feb 2024 – May 2025

- Resolved hardware/software issues across office systems and banking platforms
- Supported users on login, access, and account recovery issues

- Maintained and monitored networks, core banking software, and mobile/internet platforms
- Installed and configured devices and system software for optimal performance

Digital Marketer & IT Support
Pechant Telec – Nairobi, Kenya
Mar 2023 – May 2023

- Created, managed, and posted content across social media platforms
- Wrote and published blog content to enhance brand engagement
- Performed customer outreach via email and phone
- Provided basic desktop support and document handling (printing, scanning)

Technical Support Specialist
Kenyaweb.com – Nairobi, Kenya
Aug 2022 – Nov 2022

- Managed domain registration and DNS configuration
- Supported clients via Webmail and Outlook
- Maintained WAN/LAN setups and provided real-time network troubleshooting
- Guided clients through common tech issues and solutions

Education

Laikipia University – Bachelor of Science in Computer Science
2018 – 2022

Kyondoni Girls' Secondary School – KCSE Certificate
2014 – 2017

Kiliko Primary School – KCPE Certificate
2005 – 2013

Technical Skills

- **Languages:** Python, HTML, CSS
- **Databases:** MySQL, SQL Server
- **Tools:** Git, Google Cloud, WordPress
- **Systems:** Windows OS, LAN/WAN setup, printer/scanner configuration
- **Protocols:** FTP, SMTP, HTTP, Telnet

Referees

Mercy Simon
Program Support Officer, USAID Tujenge Jamii
0741 211 533 | mercysimon2000@gmail.com

Ongeri Ivy
Technical Specialist, Icore Solutions
0796 431 321 | kemuntoivy@gmail.com

Rosylene John
ICT Manager, Univision DT Sacco
0724 767 391 | rose20014mwikali@gmail.com