

PACIFIQUE FASHAHO

TECHNOLOGY PROFESSIONAL | IT SUPPORT · SOFTWARE DEVELOPMENT · DATA ANALYTICS

Goma, DR Congo | pacifiquefashaho04@gmail.com | pacifiquefashaho.me
linkedin.com/in/pacifique-fashaho-8ab656388 | github.com/PacifiqueFashaho

PROFESSIONAL SUMMARY

Technology professional with verified experience supporting Windows systems, users, digital services, and data quality. I also build responsive, accessible web interfaces and use Python, JavaScript, SQL, and spreadsheets for focused solutions and analysis. Bachelor of Science in Computer Science in progress, expected April 2027.

CORE CAPABILITIES

IT Support	Windows, hardware and software troubleshooting, printers, connectivity, workstation setup, user assistance, and documentation
Software Development	HTML, CSS, JavaScript, Python, Git/GitHub, responsive interfaces, accessibility, and focused automation
Data Analytics	Excel, Google Sheets, SQL, cleaning, validation, reports, dashboards, KoBoToolbox, and ODK

PROFESSIONAL EXPERIENCE

IT Support Technician & Digital Services Assistant

December 2025 - Present

Cybercafé & Printing Center SMITH - Goma, RD Congo

- Provide support for computers, printers, Internet access, and office applications.
- Install and maintain Windows, drivers, antivirus tools, and productivity software.
- Troubleshoot hardware, software, network, printing, and scanning issues.

Field Data Enumerator & Technical Support

July 2025 - November 2025

CAAP TUJITEGEMEE, ONG - Goma, RD Congo

- Collected field data with KoBoToolbox and ODK and supported field teams.
- Configured devices and troubleshoot field connectivity issues.
- Cleaned and validated data and supported quality checks and reporting.

IT Support & Data Assistant

March 2025 - July 2025

HIGH TECH BUSINESS - Goma, RD Congo

- Installed computers, printers, and business software.
- Resolved incidents and supported daily technical operations.
- Cleaned and analyzed data and prepared reports and dashboards.

PROFESSIONAL EXPERIENCE - CONTINUED

IT & Administrative Assistant

June 2024 - April 2025

Cybercafé KivuNet - Goma, RD Congo

- Provided daily IT support and customer service for computer users.
- Maintained Windows and troubleshoot Internet, printing, scanning, and workstation issues.
- Assisted with online services, file organization, and document preparation.

SELECTED PROJECTS - THREE PILLARS

IT Support - Workstation Troubleshooting Workflow: Representative eight-stage method from intake through validation and handoff.

Software Development - Bilingual Portfolio Platform: Responsive, accessible web product using HTML, CSS, JavaScript, SEO, version control, and automated validation.

Data Analytics - Cleaning and Reporting Case Study: Clearly labelled learning project covering cleaning, validation, structured analysis, and reporting.

EDUCATION

Bachelor of Science in Computer Science - In Progress

University of the People - Online | Expected completion: April 2027

Studies include programming, databases, computer systems, networking, software engineering, web development, and data coursework.

CERTIFICATIONS

- Google IT Support Professional Certificate - Google | April 1, 2026
- Google Data Analytics Professional Certificate - Google | February 22, 2026
- Python for Everybody - University of Michigan | December 15, 2025
- Professional Qualification - Office Computing - INPP | October-December 2024

ADDITIONAL INFORMATION

- Bilingual portfolio with published evidence across all three disciplines
- Available for remote or on-site opportunities
- References available upon request