

**Jonathan Mukuta Muembia**

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## **1. Professional Summary**

Dynamic team leader and IT technician with a proven ability to manage teams, resolve conflicts, and deliver high-quality results. Skilled in mentoring, project management, and technical troubleshooting. Successfully collaborated with global clients, including FamilySearch, to achieve impactful outcomes.

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### ✓ **Key Skills**

- Leadership and Team Management
- Problem Resolution and Conflict Management
- Customer Service and Public Relations
- Communication and Collaboration Across Cultures
- Microsoft Office Suite
- IT Support and Technical Troubleshooting
- Project and Budget Management
- Data Accuracy and Verification
- Team Mentorship, Training and Cross-Cultural Communication
- Language Proficiency (English, French)
- Problem-Solving and Decision-Making

## **2. Professional Experience:**

### ✓ **Team Lead** | *Springboard (Client: FamilySearch)*

*November 2023 – August 2025*

- Directed a team to successfully meet project deadlines and objectives, ensuring alignment with client expectations.
- Collaborated closely with FamilySearch to maintain the accuracy and integrity of genealogical data.
- Optimized team workflows and implemented effective solutions to address operational challenges.
- Conducted regular training sessions to enhance team members' technical and interpersonal skills.
- Maintained open communication with stakeholders to ensure seamless project execution.

### ✓ **IT Technician** | *Miji Telecom*

*January 2018 – December 2020*

- Delivered technical support and exceptional customer service.
- Fostered public relations and coached clients on effective IT solutions.

### ✓ **Computer Repairer**

*MIT Computer*

*2023-Present*

- Diagnosed and repaired hardware and software issues for various computer models, ensuring optimal functionality.
- Maintained and updated systems to enhance performance and prevent recurring issues.
- Managed multiple repair tasks simultaneously, demonstrating effective time management and problem-solving skills.

✓ **Full-Time Missionary**

*The Church of Jesus Christ of Latter-day Saints 2021–2023*

- ❖ **Developed exceptional communication skills** by teaching and mentoring diverse individuals, adapting messages to varying levels of understanding.
  - ❖ **Strengthened cultural adaptability** through immersion in local communities, respecting and learning cultural norms and practices.
  - ❖ **Enhanced leadership abilities** by coordinating with team members and organizing outreach activities.
  - ❖ **Practiced effective time management** by adhering to structured daily schedules and completing assignments punctually.
- ✓ **Capstone Project / Internship** Kazidomo Contact System , Lubumbashi.
- ❖ Integrated GPS-based reporting and multilingual support.
  - ❖ Designed modular JSON workflows for real-time chat and service.

### 3. Education

✓ **High School Diploma (General Pedagogy) |**

❖ *Institut Dipa, Mbuji-Mayi September 2015 – June 2016*

✓ **Institut Supérieur des Techniques Appliquées (ISTA), Kinshasa 2019-2020** G2

❖ Network system administration, and telecommunications

✓ **Cisco Network | Ista Kinshasa 2018 – 2019**

- ❖ Cisco Certified Network Associate
- ❖ IT Certification
- ❖ Cybersecurity Certification

✓ **BYU Pathway Worldwide| BYU Idaho January 2024 – Present**

- ❖ **Community and Environmental Health**
- ❖ [Web and Computer Programming](#) Certificate
- ❖ [Web Development](#) Certificate
- ❖ PathwayConnect Certificate

### 4. Languages

- ✓ Fluent in English, French, Lingala, Tshiluba.