

Josué Dikoma Muabilua

IT Support & Infrastructure Engineer

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PROFILE

Seasoned IT professional with over seven years of experience in user support, systems administration, and application deployment across institutional and financial environments. Comfortable supporting non-technical users across multiple sites, formalizing procedures, and following incidents through to resolution. Currently working within an international organization under joint Kinshasa–Okinawa (Japan) supervision, managing IT infrastructure, the field equipment fleet, and team support. Bilingual French/English, service- and quality-oriented.

PROFESSIONAL EXPERIENCE

IT & DevSecOps Engineer — Support and Infrastructure — SOIK — International HealthTech organization (Kinshasa & Okinawa) *01/2026 – present*

- Single point of contact for IT support: intake, triage, prioritization, and follow-through of incidents to resolution, with weekly reporting to management.
- Managed the field equipment fleet (smartphones, tablets) deployed across provinces: inventory, configuration, security via Samsung Knox, and theft/misuse prevention — an end-to-end project run jointly with the Japan entity.
- Ran remote installation and training sessions for staff based in Kinshasa and in the provinces (Kenge), producing illustrated user guides.
- Administered infrastructure: VPS servers, DNS, application hosting, production and test environments, backups, and uptime monitoring.
- Evaluated and recommended multi-site collaboration tools (Google Workspace): comparative analysis, demos, and change support.
- Developed and maintained business applications (Python/Django): regulatory exports and automated quality-control checks.

Full Stack Developer & Software Quality — BOONTY — France (remote) *10/2024 – 04/2025*

- Built a gamification web application (React.js/Next.js, PostgreSQL) within a French team, using Agile methodology.
- Set up automated test coverage (unit and end-to-end) and integrated it into the CI/CD pipeline.
- Collaborated internationally in English and French, with structured reporting and strict adherence to delivery deadlines.

Systems Analyst & SaaS Developer — Kinshasa Digital (KADEA) — Kinshasa *10/2022 – 03/2023*

- Developed and maintained modules of a multi-client SaaS platform (React.js/Next.js, Python/FastAPI, PHP, Vue.js).
- Administered production databases and built scripts for data control and correction.
- Designed and ran integration tests; provided technical support to platform clients.

ERP Developer & Deployment Consultant — NSANDAX — Kinshasa (public and financial institutions) *07–12/2019 · 04/2023*

- Designed and developed the accounting modules of an integrated management system (Python/Django, Microsoft SQL Server, Docker), automating entries compliant with institutional standards.
- Trained and supported 30+ end users across four client institutions — ARPCE (Congo-Brazzaville), DGTCP, REGIDESO, and SCPT — including writing role-based manuals.
- Provided on-site post-deployment support: diagnosed application and hardware incidents, escalated to technical teams, followed through to closure.
- Migrated Microsoft SQL Server databases to PostgreSQL and wrote DBMS scripts within a regulated environment under strict confidentiality constraints.

Independent IT Consultant — Systems, Networks & Applications — Ultimate Corporation, Rigos RDC, and various clients — Kinshasa *Since 2019*

- Configured and secured VPS and mail servers; managed domain names, certificates, and backups.
- Built a microfinance management application: loan origination, repayment tracking, and financial statement generation.
- Designed an e-commerce platform with online payment integration (Stripe, PayPal) and automated invoicing.
- Supported and trained clients on delivered solutions; provided corrective and evolutive maintenance.

SKILLS

Support & endpoints: Help Desk levels 1 & 2, incident management and tracking, Windows 10/11 & Windows Server, Linux/Ubuntu, device and peripheral deployment/configuration.

Networks & infrastructure: LAN/WAN, TCP/IP, DNS, DHCP, VPN, switches and routers, connectivity diagnostics, VPS servers, hosting, mail, monitoring.

IT security: DevSecOps practices, access and rights management, Samsung Knox (mobile fleet security), user security awareness.

Information systems: management applications & ERP (accounting modules), SQL Server/PostgreSQL/MySQL, Python/Django, JavaScript, React.js/Next.js, PHP, online payments (Stripe, PayPal), REST APIs.

EDUCATION

Bachelor's Degree in Computer Science, Management Informatics track — University of Kinshasa (UNIKIN), Faculty of Sciences (2013–2018, Bac+5).

State Diploma — Groupe Scolaire du Mont Amba, Kinshasa (2013).

LANGUAGES

French: native. English: professional (read, written, spoken). Lingala: native.