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Professional Summary

I bring over 4 years of diverse experience in the tech industry, progressing from a Help Desk assistant at Netone Zimbabwe to roles such as Business Development Manager and Systems Administrator at iHelp Technology. Currently serving as a Junior Developer at Uncommon.org, I specialize in React, Node.js, Flutter, and Python. My passion lies in working with data and creating impactful data visualizations.

Work Experience

Junior Development Instructor || Uncommon.org: January 2023 - Present

As a Junior Development Instructor, I have empowered students at Mbare Hub with comprehensive training in web development technologies including HTML, CSS, JavaScript, React, Node.js, and MongoDB, as well as Python programming. I am dedicated to nurturing the next generation of developers and fostering a deep understanding of these technologies.

Training and Mentorship:

- Successfully trained and mentored 25 students at Mbare Hub in web development and software development fundamentals, including HTML, CSS, JavaScript, React, Node.js, and MongoDB.
- Designed and implemented curriculum that catered to diverse learning needs, fostering a comprehensive understanding of programming concepts and practical skills.

Community Engagement:

- Volunteered time and expertise to teach block-based programming at local underprivileged schools.
- Developed engaging lesson plans and activities to introduce programming concepts to students, promoting digital literacy and critical thinking.

Impact and Outreach:

- Contributed significantly to the educational development of the community by empowering students with essential programming skills.

Business Development Manager || **iHelp Technology: Aug 2023 - Jan 2024**
Systems Developer

I have a strong background in Business Development, focusing on client data management and stakeholder engagement. I successfully managed client data and established strategic relationships with key stakeholders such as Econet and Cimas. I organized and ensured the smooth flow of events for the organization, and I created business opportunities with organizations like Cimas.

Client Data Management:

- Successfully managed client data, ensuring accuracy, confidentiality, and accessibility for strategic decision-making.

Stakeholder Engagement:

- Established and maintained key relationships with stakeholders such as Econet and Cimas, fostering trust and collaboration.

Event Management:

- Organized and executed various events for the organization, ensuring seamless coordination and impactful outcomes.

Business Partnerships:

- Developed and nurtured partnerships with organizations, notably Cimas, resulting in new business opportunities and mutual growth.

Customer Experience Officer || **Netone Zimbabwe: Nov 2018 - Sep 2021**

As a former Customer Experience Officer at Netone Zimbabwe, I specialized in enhancing customer satisfaction and loyalty by ensuring top-tier service delivery and effective issue resolution. My role involved analyzing customer feedback, identifying areas for improvement, and implementing strategies to elevate the overall customer experience. With strong communication and problem-solving skills, I worked closely with cross-functional teams to develop and execute customer-centric initiatives. My commitment to excellence and deep understanding of customer needs enabled me to foster positive relationships and drive customer retention, contributing to the company's success in a competitive market.

Roles and responsibilities:

- Enhanced customer satisfaction and loyalty by ensuring top-tier service delivery and effective issue resolution.
- Analyzed customer feedback to identify areas for improvement in service delivery.
- Implemented strategies to elevate the overall customer experience.
- Collaborated with cross-functional teams to develop and execute customer-centric initiatives.
- Maintained strong communication with customers to address inquiries and concerns promptly.
- Monitored customer service metrics and implemented improvements based on data analysis.
- Fostered positive relationships with customers to drive customer retention.
- Contributed to the company's success in a competitive market by ensuring excellent customer service delivery.

Additional Experience

Social Media Manager || iTai Africa: Apr 2023 - Dec 2023

- I volunteered to freely help manage the social media accounts for the NGO. My responsibilities included creating and scheduling posts, engaging with the online community, and promoting the organization's mission and events. My goal was to enhance their online presence, increase engagement, and raise awareness about their initiatives.

Youth Coding Volunteer || uncommon.org: Jan 2023 - Aug 2023

- I volunteered to help primary school children in the Mbare and Warren Park areas by teaching them basic ICT skills and Scratch programming. These children had no access to laptops or other resources to learn technology. My goal was to provide them with foundational knowledge that could spark their interest in tech and open up future opportunities.

CEO || La Intelligence (Charity) Jan 2023 - Current

- As the CEO of La Intelligence, an NGO that seeks to help children in vulnerable communities, I am learning valuable leadership skills. This role allows me to develop my ability to guide and inspire my team, manage projects effectively, and make strategic decisions that further our mission.

Professional Qualifications and Certifications

- BCs in Computer Science || **University of the People** (USA) : Current
- Software Engineering || **ALX** : Nov 2023
- Waterfall and Agile Project Management || **PMI** : Feb 2023
- Cloud Computing || **Coursera** : 2023
- Responsive Web Design || **University of London** : 2022
- Leadership Principles || **edX** : 2022
- Forward Africa Program || **Mckinsey Academy** : 2022
- Cyber Security Professional Certificate || **IBM**, Feb 2022
- Digital Marketing Certification || **Google** : 2019

References

- **Uncommon.org Trust**, Michelle Gwatiringa (Country Manager),michelle.gwatiringa@uncommon.org/+263 77 463 0781

- **La Intelligence Pvt Ltd**, Precious Manzeke (Advisory and Consulting) pmanzeke@gmail.com/+44 7721011064

- **iHelp Technology**, Malvern (Systems Developer)+263 772398335

- **iTai Africa,** Henrica Mkulu (Project Manager || HR) +263772888803

- **Netone|CIMAS,** M.Zvina (Business Development Manager) +263712398000