

Tariro Mpofu

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Education

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

Bulawayo, ZW

Bachelor of Science Honors Degree, Informatics (Grade: 2.1)

2023

Thesis: Developing a Churn Analysis Model for the Telecommunications Sector

Relevant Coursework: Communication Skills, Data Communications and Computer Networks, Information Security and Auditing & Business Information Systems and Application.

Experience

Touch Africa

Harare, Onsite

Helpdesk Technical Consultant

2024

I work for the largest Point-of-Sale (POS) solutions provider in the country, specializing in systems such as GAAP and Unity for restaurants, and Ivend for retail.

My Role involves:

- **New Installations:** Set up and installed hardware and software systems, including integrations for internal use such as swipe machines for payment processing and mandatory applications (e.g., Revenue Association), ensuring proper configuration and full operational functionality.
- **Troubleshooting & Issue Resolution:** Diagnosed and resolved technical issues related to hardware, software, and networks, minimizing user downtime and ensuring efficient system performance.
- **Maintenance & Upgrades:** Performed regular maintenance, updates, and system upgrades to ensure hardware and software remained current and secure.
- **User Support & Training:** Provided technical support to users, addressing queries and resolving issues via phone, email, and remote access; trained staff on troubleshooting techniques and system operation.
- **Retail Analytics Integration:** Configured iVend Reporting & Analytics to provide comprehensive insights into key retail metrics, including sales trends, inventory management, and customer loyalty data.
- **Streamlined Reporting Processes:** Supported the deployment of custom dashboards and pre-built KPI templates in iVend, helping retail teams quickly identify successes and areas for improvement.
- **Enhancing Decision-Making with Data:** Enabled actionable insights through ad-hoc reporting and real-time analytics, helping retail clients improve performance across multiple channels.
- **Operational Efficiency in Retail:** Leveraged iVend's real-time data and exception reporting tools to identify and address problem areas in retail operations, ensuring swift issue resolution.
- **Developed Fiscal Solutions for Regulatory Compliance:** Designed and implemented a C#-based integration for Zimbabwe Revenue Authority (ZIMRA) compliance using the iVend Fiscal Harmony Addon, including API setup for secure transaction submission and management of fiscal data.

EcoCash Holdings

Harare, Hybrid

Cassava Advanced Data Analytics, Data Scientist Intern

2022

- Improved customer satisfaction by 30% by conducting root cause analysis and resolving login issues for over 500 customers on an online platform.
- Increased customer retention by 20% by developing a Group Customer Count dashboard to track and analyze customer metrics for 10+ Strategic Business Units, and quantifying the number of Gross, A90, and A30 customers.
- Generated an additional 15% in revenue by constructing Daily Call to Action Dashboards to visualize key insurance metrics for daily meetings, presenting data on Overall Revenue, Packages Revenue, Add-Ons Revenue, Policy Registration, Member Activations, and Add-Ons Registration Trends.
- Improved customer engagement and personalized marketing campaigns by 25% by creating a customer 365 View Dashboard to visualize essential customer metrics.

Cairns Holdings Limited
ICT Intern

Harare, Hybrid
2021

- Provided remote IT support to on-site branches and locations nationwide, resolving over 100 technical issues, resulting in a 20% reduction in system downtime.
- Monitored and maintained computer systems and networks at headquarters and multiple sites across the country, ensuring 80% network uptime and seamless operations.
- Installed, diagnosed, and configured hardware and software for all branches, enabling smooth integration and productivity for 100+ employees.
- Created and updated a comprehensive company asset register, automating troubleshooting and maintenance for 500+ IT assets, resulting in a 20% increase in efficiency.
- Oversaw Windows Server administration, and implemented preventive maintenance strategies, reducing server downtime by 20%.
- Produced monthly reports for areas of responsibility, which included:
 - Active Directory Administration,
 - Sage ERP 1000 Administration,
 - Database Administration (SQL Server),
 - Disaster Recovery,
 - ESET Antivirus Management,
 - Microsoft Office 365 Administration
 - Windows Server Administration.
 - ICT Resource Procurement Authorization and Management.

Certifications

- Fortinet Network Security Expert Level 1 - 3
- Microsoft 365: Teams Administrator Associate
- Microsoft: Security, Compliance, and Identity Fundamentals
- Microsoft: Azure Fundamentals
- IBM Data Analyst
- Google Data Analytics
- Python for Data Science and AI
- Databases and SQL for Data Science
- Excel Essentials For Data Analytics
- Data Analysis with R
- Google IT Support Professional Certificate