

Mukudzei Tafadzwa Borerwe

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Profile Summary

I am a dynamic Business Operations Leader with a proven track record in diverse sectors, including consulting, fintech and information services. I hold a BA in Economics from Harvard University and am pursuing an MBA at the University of Cape Town. I have 13 years of experience in the US, Zimbabwe and Sub-Saharan Africa. I excel in leading teams and optimising organisational processes for efficiency and scalability. I am skilled in strategically analysing and restructuring company operations to align with business goals. I thrive on ensuring that operational details are coordinated, from daily resource management to the execution of long-term strategic plans.

Work Experience

COO at Asoko Insight (2021-02-01 - 2025-01-31)

Location: Harare, Zimbabwe

Responsibilities: Strategic Planning and Execution: Collaborated with the CEO to refine and implement strategic business

initiatives, significantly improving operational execution and market expansion.

§ Operational Leadership: Steered company operations across multiple countries, optimising processes and integrating strategic initiatives with daily activities.

§ Project Management: Spearheaded the development and rollout of a digital engagement platform, enhancing client interaction and operational efficiency.

§ Stakeholder Engagement: Built and maintained strategic relationships with key stakeholders, leading to a multi-year engagement with the Trade and Development Bank (TDB), which expanded Asoko's market influence and operational scope.

§ Team Management: Directed a remote, multi-national team, ensuring high performance and alignment with the company's strategic objectives.

§ Budget Management: Partnered with the CEO and Financial Controller to develop, implement, and manage the annual budget, effectively optimising operational costs and aligning with strategic financial objectives.

Advisory Services Manager at Advisory K (2018-02-01 - 2020-05-31)

Location: Harare, Zimbabwe

Responsibilities: Project Oversight: Managed the delivery of consulting projects from inception to closure, ensuring alignment with client objectives and high delivery standards.

§ Process Optimisation: Developed and implemented consulting best practices and innovative process improvements that enhanced the firm's capabilities and operational efficiency.

§ Strategic Initiatives: Led the development and execution of strategic initiatives, including the 2019 Southern African strategy, which resulted in a 25% increase in regional client revenue.

§ Business Development: Enhanced client engagement and retention by implementing robust relationship management strategies and collaborating on business development efforts.

§ Resource Management: Oversaw the allocation of resources across projects, optimising utilisation and maximising project outcomes.

§ Client Relations: Cultivated lasting relationships with key clients, contributing to business growth and an

enhanced reputation in the consulting industry.

Operations Manager at Intelligent Payment Processing, Inc. (2012-10-01 - 2017-10-31)

Location: New York City, United States

Responsibilities: Operational Design and Implementation: Created and implemented processes that supported the company’s growth and scaling. Optimised payment reconciliation by implementing a daily reconciliation database, reducing reconciliation time by 40% and saving over 200 man-hours per month through increased efficiency and accuracy.

§ Cross-functional Team Leadership: Led cross-functional teams involving Application Development, Sales, Customer Support, and Finance, facilitating seamless collaboration and enhanced operational efficiency.

§ Technology Deployment: Oversaw the integration of CRM systems and the successful completion of integration with Reynold's Dealer Management System, ensuring compliance with Reynold's Certified Interface.

§ Quality Control: Enhanced customer support by implementing a dual system of shift workers and escalation protocols, reducing response time by 20% and raising customer satisfaction by 10% in three months.

§ Vendor Management: Managed relationships with key technology vendors, ensuring compliance and efficient service delivery.

Senior Advisor at EY (2012-02-01 - 2012-10-31)

Location: Harare, Zimbabwe

Responsibilities: Organisational Restructuring: Played a pivotal role in the organisational restructuring projects for major clients, enhancing operational efficiency and workforce productivity.

§ Strategy Development: Guided clients through strategic reviews and development processes, improving their competitive edge and operational effectiveness.

§ Change Management: Led change management initiatives, successfully managing the adoption of new business processes and systems across client organisations. Facilitated smooth transitions and high levels of acceptance among stakeholders.

§ Client Engagement: Engaged extensively with clients to understand their operational challenges and strategic goals, fostering strong professional relationships and delivering tailored solutions.

. at . (2025-05-13 - 2025-05-13)

Location: .

Responsibilities: .

Education

Master’s Degree in MBA

Institution: University of Cape Town | Dates: 2024-01-01 - 2025-01-31

Location: Cape Town, South Africa

Bachelor’s Degree in Economics

Institution: Harvard University | Dates: 2006-07-01 - 2010-05-27

Location: Cambridge, MA, USA

Skills & Tools

Operations Management, Strategic and Tactical Planning, Stakeholder Engagement, Cross-Functional Collaboration,

Languages

English, Shona