Kudakwashe Zinatsa

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Professional Summary

Performance driven Data Analyst with 8 years' experience working within a national tax authority. Ability to influence & engage effectively across all organisational levels to achieve business objectives. Experienced in data wrangling, data visualisation and interpreting data to drive business solutions. Highly proficient in using SQL, PowerBI, Tableau and Alteryx

Professional Experience

Company: Zimbabwe Revenue Authority
Data Analyst – (May 2019 – July 2021)
Key responsibilities
- Managing, cleaning, transforming, and modelling data to inform operational and major policy initiatives.
- Applying tools and techniques for data analysis and data visualisation (including the use of business information tools).
- Working with large data sets of tax returns compliance and payments.
- Conducting custom insight studies in accordance with the initiative/project brief and based on in-depth analysis of underlying data
- Summarising and presenting data and conclusions in the most appropriate format for users.

Achievements
- Utilised data models to analyse client tax records resulting in a 15% increase in revenue generated.
- Developed dashboards and automated revenue collection reports that reduced reporting time by 50%.

Company: Zimbabwe Revenue Authority
Revenue Officer – (May 2015 – April 2019)
Key responsibilities
- Continuously monitoring & analysing data to identify trends, patterns & opportunities for improvement.
- Assessing of Income tax, tax directives, Pay As You Earn, Withholding tax & VAT return using the SAP system.
- Doing liaison duties which include following up on debts. Following up on returns, raising original & amended assessments, granting payment terms & dealing with queries from walk-in client.
- Conducting tax compliance checks, desk and comprehensive audit work.

Achievements
- Developed analytics reports & dashboards to provide actionable insights by using KPIs to monitor tax revenue resulting in an increase in tax return compliance from 60% to 80% in 1 year.
- Effective stakeholder engagement resulting in the best query resolution rate of 95% against a section average of 60%.

Company: Zimbabwe Revenue Authority
Graduate Trainee (Taxes & Customs) – (May 2013 - April 2015)
2-year rotational training program with exposure in taxation & customs procedures.

Academic Qualifications

MSc Data Science	Nottingham Trent University – United Kingdom, 2022
Advanced Certificate in Taxation & Customs	ZIMRA Training School – Zimbabwe, 2015
Bachelor of Economics	Rhodes University – South Africa, 2009

Skillsets & Certifications

Programming Languages	Python, SQL, R
Data Analysis and Visualisation tools	PowerBI, Tableau, Alteryx, Data Modelling, ETL processes
Machine Learning	Deep learning, Feature Engineering, Regression, Classification
Framework	Pandas, Scikit-learn, TensorFlow, matplotlib, NumPy, Jupyter
Big Data tools	Microsoft Azure, Apache & Hadoop
Soft Skills	Report Writing, Teamwork, Critical Thinking, Communication
Microsoft Office Package	Microsoft Word, Excel, PowerPoint, Outlook, Access
Certifications	Google Analytics, Microsoft Azure Applied AI fundamentals.