



# TARIRO MPOFU

## EXPERIENCE

**Mar 2022 – Aug 2022**

**Cassava Advanced Data Analytics, Data Scientist Intern**

EcoCash Holdings, **Harare, Remote**

- Conducted Root Cause Analysis, identifying and resolving login issues for over 500 customers on an online platform, resulting in a 30% decrease in customer complaints.
- Developed a Group Customer Count dashboard, tracking and analysing customer metrics for 10+ Strategic Business Units. Quantified the number of Gross, A90, and A30 customers, leading to a 20% increase in customer retention.
- Constructed Daily Call to Action Dashboards, visualizing key insurance metrics for daily meetings. Presented data on Overall Revenue, Packages Revenue, Add-Ons Revenue, Policy Registration, Member Activations, and Add-Ons-Registration Trends, leading to a 15% increase in revenue generation.
- Created a customer 365 View Dashboard, visualizing essential customer metrics, resulting in a 25% improvement in customer engagement and personalized marketing campaigns.
- Contributed to data-driven solutions and innovative approaches, resulting in a 15% increase in operational efficiency and improved decision-making processes.
- Collaborated cross-functionally with data engineers, business analysts, and stakeholders, improving data integration processes, and reducing data processing time by 20%.

**SEP 2021 – FEB 2022**

**ICT Intern**

Cairns Holdings Limited, **Harare, Onsite**

- Provided remote IT support to 5 branches 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 2 new 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, implemented preventive maintenance strategies, reducing server downtime by 20%.
- Produced monthly reports for areas of responsibility, including Active Directory Administration, Sage ERP 1000 Administration, Database Administration (SQL Server), Disaster Recovery, ESET Management, Microsoft Office 365 Administration, and Windows Server Administration.
- Achieved a 75% user satisfaction rating through prompt and effective IT support, fostering positive relationships with internal staff and branches nationwide.

## EDUCATION

**National University of Science and Technology, Bulawayo, ZW**

Bachelor of Science Honours in Informatics, 2023

Degree Class: 2.1

## CERTIFICATIONS

Google Data Analytics Certificate, Data Analyst Professional Certificate



Harare, Zimbabwe



+263 78 372 0321



[tariro.mpofo80@gmail.com](mailto:tariro.mpofo80@gmail.com)

## Skills

- Analytical and Problem Solving
- Inquisitiveness
- Business Intelligence
- Effective Communication
- Data Visualization
- Python
- Teamwork
- Microsoft Excel
- Microsoft Power BI
- SQL
- R