

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 - Present

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:

- **System Installations & Configuration:** Hardware and software systems, including payment terminals and regulatory tools, ensuring seamless integration and full operational readiness at client sites.
- **Technical Support & Troubleshooting:** Resolved hardware, software, and network issues efficiently, reducing downtime and maintaining service continuity across multiple environments.
- **Maintenance & System Reliability:** Performed regular updates and preventive maintenance to keep infrastructure current, secure, and optimized for daily operations.
- **User Enablement:** Delivered responsive support via phone, email, and remote access while training end-users on system usage, issue resolution, and reporting tools.
- **Retail Data Integration & Insights:** Set up and customized iVend Reporting & Analytics to capture key metrics such as sales trends, peak activity periods, and high-margin products—providing decision-makers with real-time operational visibility.
- **Inventory & Cost Control:** Monitored stock levels and usage patterns to reduce excess inventory, cut unnecessary costs, and improve capital allocation for staffing and growth.
- **Menu Profitability Monitoring:** Tracked ingredient price shifts and supported adjustments to vendor contracts and recipes, helping maintain healthy profit margins across products.
- **Procurement Oversight:** Introduced data checks to identify and reduce unauthorized purchases, improving cost discipline and transparency in purchasing practices.
- **Staff Performance & Scheduling Optimization:** Used sales-per-labour-hour data to guide staffing strategies, improving team productivity and minimizing idle resources.
- **Analyzed Speed of Service (SOS) metrics for KFC and Simbisa:** focusing on the time from customer order placement to service delivery, and optimizing scheduling and operational processes to improve efficiency.
- **Regulatory Integration:** Developed a C#-based solution for ZIMRA compliance, configuring secure APIs for automated fiscal data submission and ensuring regulatory alignment.

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