

PROFESSIONAL RESUME FOR TICHAVONA VAKISAI	
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## EXECUTIVE SUMMARY

A seasoned Strategy, Electronic Channels, IT and Data Science Specialist. Strong will to serve coupled with good exposure to financial and agricultural services industry. Closing on half a decade experience in Data Science and more than a decade in digital banking operations. Have been convincingly exposed to both enterprise-wide operations and financial analytics applying robotic process automation and reporting in my roles as senior data scientist and banker. I am elaborate and well conversant with application of data science in agricultural, logistics, retail and financial sectors. Currently pursuing a Master of Science in Data Analytics with Chinhoyi University of Technology after attaining a first-class degree in Bachelor of Science in Management Information Systems (Honours) with Midlands State University. Possess great skills in people management, digital products design, strategy formulation and implementation, System technology strategies, design and implementation. Seeking growth enhancing opportunities in data science, ICT, digital innovation and transformation agenda.

## KEY SKILLS (Acquired Competencies)

1. Project Management
2. Digital Banking
3. People Leadership Skills and Talent Development
4. Vendor selection, Contract Negotiation and Service Level Agreement Management
5. Good understanding of emerging technologies and alternative digital channels
6. Data Science and Analytics, strong big data analytical skills and data presentation
  - a. Creative and Critical Thinking
  - b. Big Data Analytics using Python, R, Stata, Power BI and Excel
  - c. Data Modelling, ETL, Data warehousing and Business Intelligence with SQL Server, SSIS and SSRS on Windows or Oracle Linux Server Environments.
7. Business Process Development and Re-Engineering
8. Communication

## CAREER ACHIEVEMENTS (Projects Completed)

1. ZB Business Intelligence Implementation
  - a. Financial Analytics
  - b. Revenue Analytics
  - c. Customer and Marketing Analytics
2. Chevron Leaf Tobacco Contract Auction Floors Set-up (Karoi and Mt. Darwin)
3. Chevron Leaf Business Intelligence Platform Implementation
4. BancABC POS Project Implementation in record time of 6 weeks
5. BancABC VISA Acquiring, ATM Acquiring and Issuance, Mobile Banking Project
6. Digital Channels Strategy Development and Implementation

## CAREER VISION

I aspire to be a leading data science consultant. Ultimately, I wish to run a Consulting firm.

## EMPLOYMENT PROFILE

<b>CURRENT EMPLOYER</b>	Deep Analytics (Pvt) Limited
<b>POSITION</b>	Senior Data Scientist and Project Manager
<b>REPORTING TO</b>	Chief Data Officer
<b>PERIOD</b>	14 September 2022 to Date
<b>EMPLOYER DESCRIPTION</b> Deep Analytics is a leading local data science and business intelligence consulting firm with a global view.	

### EMPLOYER DESCRIPTION

Deep Analytics is a leading local data science and business intelligence consulting firm with a global view.

## ROLE PROFILE

KEY PERFORMANCE DIMENSION	DELIVERABLES
Business Intelligence and Data Science	<ul style="list-style-type: none"><li>• Data strategy champion undertaking data sources identification, designing and building extraction pipeline architecture.</li><li>• Undertaking pre-processing and analysis for both structured and unstructured data.</li><li>• Designing and implementing or setting up data infrastructure and performing data loading.</li><li>• Enhancing the data collection process</li><li>• Execute analytical experiments methodically to help solve various problems and make a true impact across various domains and industries</li><li>• Analyse data for trends and patterns, and Interpret data with a clear objective in mind</li><li>• Build algorithms and design experiments to merge, manage, interrogate and extract big data to supply tailored reports to colleagues, customers or the wider organisation</li><li>• Perform data and error analysis to improve models, clean and validate data for uniformity and accuracy (Quality Assessment)</li><li>• Create clear reports that tell compelling business stories and use cases about the business works or performs.</li><li>• Maintain clear and coherent communication, both verbal and written, to understand data needs and report results</li><li>• Implement analytical models into production by collaborating with software developers and machine learning engineers.</li><li>• Communicate analytic solutions to stakeholders using data visualisation techniques and implement</li></ul>

	improvements as needed to operational systems <ul style="list-style-type: none"> <li>• Horizon scan to stay up to date with the latest technology, techniques, methods and look for opportunities to improve the flow of data</li> </ul>
Planning And Strategy	<ul style="list-style-type: none"> <li>• Developing ICT Project strategies, plans, and policies.</li> <li>• Specifying and providing technology to meet project needs.</li> <li>• Ensuring the security of ICT systems.</li> </ul>
Resource Management	<ul style="list-style-type: none"> <li>• Coordinating project resources, including people, funding, and facilities.</li> <li>• Setting budgets and timelines.</li> <li>• Assigning tasks within information technology or telecommunications projects.</li> </ul>
Risk Management and Quality Assurance	<ul style="list-style-type: none"> <li>• Performing risk analysis.</li> <li>• Implementing quality management practices.</li> <li>• Completing project closure reports.</li> </ul>

#### EMPLOYMENT PROFILE

<b>CURRENT EMPLOYER</b>	Chevron Tobacco Company (Pvt) Limited
<b>POSITION</b>	Business Associate – Operations
<b>REPORTING TO</b>	Director Operations
<b>PERIOD</b>	15 March 2021 to 15 July 2022
<b>EMPLOYER DESCRIPTION</b> Chevron Tobacco Company is a leading tobacco processing company for local and export tobacco products.	

#### ROLE PROFILE

KEY PERFORMANCE DIMENSION	DELIVERABLES
Information Communication Technology and Data Science	<ul style="list-style-type: none"> <li>• ICT Strategy and Policy Formulation</li> <li>• Strategy and Policy implementation</li> <li>• Business Requirements elicitation</li> <li>• ICT and Data Science Projects Scoping</li> <li>• ICT projects management</li> <li>• Vendor selection and management</li> <li>• Business Intelligence, that is, (Reporting, presentations and communicative visualisations)</li> <li>• Digital products customer support and training.</li> <li>• Reviewing Standard Operating Procedures as necessary.</li> <li>• Ensuring compliance to policy, procedures and regulations</li> <li>• ICT Expenditure budgeting and monitoring</li> <li>• Business processes robotic automation</li> <li>• Ensuring IT security and Data protection</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Maintaining transactional accuracy</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring adherence to Service Level Agreements with vendors, clients and other departments.</li> <li>• Ensuring quality service delivery, that is, timely resolution of ICT queries and challenges.</li> <li>• Ensuring high systems uptime and ICT resources availability</li> <li>• Engaging clients to ascertain their levels of satisfaction.</li> </ul>
Human Capital	<ul style="list-style-type: none"> <li>• On-Boarding new employees</li> <li>• Supporting Employees on Probation.</li> <li>• Performance Management</li> <li>• Staff Supervision</li> <li>• Participates in rolling out employee wellness programmes</li> <li>• Presiding of disciplinary matters.</li> <li>• Conducts Learning needs analysis and validation</li> <li>• Coaching, Counselling and training of subordinates.</li> </ul>

#### PREVIOUS EMPLOYMENT HISTORY

EMPLOYER	POSITION	DURATION
BancABC	Digital Channels and Cards Business Supervisor	June 2015 – December 2019
BancABC	Branch Operations	August 2011 – May 2015
BancABC	Telling	May 2010–September 2011
FBC Bank	Assistant Manager (Acting)	January 2008 – March 2008
FBC Bank	Telling and Back Office clerk	July 2004 - December 2007

#### KEY ROLE EXPOSURE AREAS (Historical)

##### Positions : Digital Channels and Cards Supervisor & Branch Operations

- Responsible for driving all Digital Banking platforms performance and operations, that is, Acquiring business portfolio, Card Issuance both VISA and Zimswitch issuance, Mobile Banking, Internet Banking and Partnerships.
- Contributed to Digital strategy mapping and digital transformation of BancABC Zimbabwe
- Project management
- Development of Business Requirement Specifications and Test Script documentation for all system, process improvements and participate in User Acceptance Testing.
- Digital products development, marketing, support and enhancement of alternative digital distribution channels.
- Developing user desk guides, policy and procedure documents
- Overseeing daily operations, performance of channels and assisting in resolving systems challenges as they arise.
- Training clients and internal staff on virtual banking channels.
- Facilitating Channels upgrades and system patch applications as necessary.
- Maintaining System Security and controlling user access.

<ul style="list-style-type: none"> <li>• Reporting and Analysis on utilisation of all digital channels and making recommendations to management.</li> <li>• Ensure adherence to Compliance and Regulatory requirements</li> <li>• Ensuring adequate risk mitigating measures on daily operations of digital channels and processes.</li> <li>• Research, development and innovation for digital transformation.</li> </ul>
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PROFESSIONAL, ACADEMIC QUALIFICATIONS & EXPECTED COMPLETION DATE	
MSc Data Analytics (CUT)	<b>Completion date: 2024</b> <ul style="list-style-type: none"> <li>• Participated in the Zindi Zimnat Competitions <a href="https://zindi.africa/users/tichavona/competitions">https://zindi.africa/users/tichavona/competitions</a></li> </ul> <b>Semester 2.2 Results</b> <b>Pending</b> <ul style="list-style-type: none"> <li>• Dissertation</li> </ul>
Executive Diploma in Business Leadership	<b>Completion date: 2024</b> <b>Pending</b> <ul style="list-style-type: none"> <li>• Dissertation</li> </ul>
BSc Honours in Management Information Systems (MSU)	<b>First Class (21 Distinctions, 13 Merits, 5 Passes):</b> <b>Projects Done;</b> 2.2 BancABC Online Service Logger System: <ul style="list-style-type: none"> <li>• USSD and Smartphone Application interface</li> <li>• Java, PHP, XML, MySQL</li> </ul> 4.2 Tobacco Sector Marketplace System: <ul style="list-style-type: none"> <li>• Website, USSD and Smartphone Application interface</li> <li>• C#, PHP, XML, MySQL, HTML, CSS, JavaScript</li> </ul>

IT SKILLS & PROFICIENCY	
Internet Programming (HTML, CSS)	Proficient
General Documentation (Business/User Requirement Specification, Test Scripts, UAT results)	Proficient
Microsoft Office Tools	Proficient
Python for Data Science	Intermediate
R Programming language	Intermediate
Structured Query Language (SQL)	Beginner
Java Programming Language	Beginner
C Sharp Programming Language	Beginner
C++	Beginner
C Programming	Beginner

PROFESSIONAL DEVELOPMENT COURSES	
Team Leader 1 & 2	BancABC
Customer Service Training	BancABC
Grooming and etiquette	BancABC
Industrial Relations	HeadHunters International
Exchange Control	Reserve Bank of Zimbabwe
Train the Trainer (Cash Handling)	Omega (South Africa)
Long Service	BancABC

PERSONAL DETAILS	
Date of Birth	21 Nov 1984
Nationality	Zimbabwean
National ID Number	58-222875 H 12
Marital Status	Married
Languages	English and Shona
Driver's Licence	13452JC
Passport	EN492045

## REFEREES

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