

TICHAONA GODFREY CHIPAGA

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Professional Profile

Experienced and versatile professional with a solid background in Administration, Retail Management, IT, and Customer Service. Holder of a Bachelor of Science in Information Systems, complemented by practical skills in software development, data analysis, databases, and cybersecurity fundamentals. Proven leadership with 7 years of progressive retail experience, including roles as Branch Manager, IT Manager, and Administrator. Dedicated to continuous learning, currently enhancing expertise in cybersecurity and technical certifications.

Key Skills

- Software Development (Python, PHP, SQL)
- Data Analysis & Reporting
- Database Management
- Cybersecurity Fundamentals
- IT Support & Troubleshooting
- Retail Management & Operations
- Business Process Improvement
- Team Leadership & Staff Training
- Customer Service Excellence
- Strong Analytical & Problem-Solving Abilities

Professional Experience

Administrator

Packagers Hub, Harare | Nov 2024 - Present

- Oversee office operations and ensure smooth administrative processes.

- Maintain accurate records and documentation.
- Support management with reporting and day-to-day coordination.
- Improve organizational efficiency through effective communication and problem-solving.

IT Manager

Various Roles | Dates Applicable

- Managed daily IT operations, including hardware, software, and network support.
- Provided technical troubleshooting, reducing downtime and enhancing system performance.
- Implemented system upgrades and ensured data security practices were followed.
- Trained staff on IT systems, improving overall productivity.

Retail Branch Manager / Supervisor / Cashier / Till Operator / Merchandiser

Retail Sector | Dec 2018 - Apr 2023

- Progressed through multiple retail roles, gaining comprehensive operational knowledge.
- Led branch operations, achieving sales targets and ensuring excellent customer service.
- Managed stock control, merchandising, and cash handling processes.
- Supervised and trained teams to deliver efficient, customer-focused service.

Education & Certifications

Bachelor of Science in Information Systems

Midlands State University, Gweru, Zimbabwe | Completed 2018

Certificate in Python and PHP Programming

Treehouse | 2019

Credential demonstrates practical knowledge in Python and PHP programming for web development and problem-solving.

Website: <https://teamtreehouse.com>

Achievements & Activities

- Successfully led teams to meet operational targets and enhance customer satisfaction.
- Improved system reliability and minimized IT-related disruptions as IT Manager.
- Participated in IT workshops and group projects during university studies.
- Demonstrated strong time management by balancing academic, work, and professional development activities.

References

Available on request.