

MR. ZVIDZAI MUKARATI

CONTACT

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SKILLS

❖ Frameworks:

- MERN, React.js, Vaadin, Flutter

❖ Programming:

- Web & Mobile Application Development.

❖ Database:

- SQL & NoSQL

❖ Collaboration:

- GitHub Version Control

❖ Design:

- Figma UI & UX

❖ API:

- Development & Integration

❖ Analytics:

- Visuals and Reporting with Power BI

❖ ERP:

- Microsoft Dynamics 365 Business Central

EDUCATION

Program: BSc Honors Degree in Management Information Systems

Grade: Upper Second Class

Collage: Solusi University
January 2020 – December 2025

O Level – Advanced Level

Dzivarasekwa 1 High School
Harare, Zimbabwe

SUMMARY

IT Specialist with 3 years of experience in software development, data analytics and visualisation, supporting data-driven decision-making. Skilled in system support, troubleshooting, and database administration. Strong expertise in IT governance and compliance. Experienced in Agile methodologies, SDLC, API integration, and cloud environments.

EXPERIENCE

OK ZIMBABWE Pvt Ltd

Systems & Database Administrator

September 2025 – Present

Business Information Systems

- Administering and maintaining Windows/Linux servers, ensuring high availability and performance.
- Performing regular system updates, patches, and backups to safeguard data integrity.
- Installing, configuring, and upgrading database servers (e.g., PostgreSQL, MySQL, SQL Server, Oracle).
- Designing and maintaining database schemas, tables, and indexes for optimal performance.
- Automating routine tasks using scripts and scheduling tools.
- Collaborating with developers to support application integration and database connectivity.
- Documenting system configurations, procedures, and troubleshooting guides.
- Implementing disaster recovery and business continuity plans.
- Providing technical support and troubleshooting for hardware, software, and network issues.

Trainee Analyst

September 2023 – August 2025

Business Information Systems

Access Control Officer

BIS Operations

September 2024 – August 2025

- Led in-person and virtual workshops on new apps and features, using hands-on activities and Q&A sessions to enhance participation and knowledge retention.
- Attended to over 40 clients' access requests per day, achieving a 90% approval rate and reducing response time to under 30 minutes, ensuring timely access and client satisfaction.
- Super user monitoring

CERTIFICATIONS

Meta Frontend Developer Professional Certificate

January 2025 – May 2025

Coursera (Meta Instructors)
Online

REFERENCES

Mr. Blessing Manjozi
Dev & Analytics Manager
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Mr. Victor Hokonya
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TOOLS & LANGUAGES

- Java
- Vaadin & Spring Boot
- PostgreSQL & MS Server
- IntelliJ & PG Admin

- Dart
- Flutter
- Firebase, Android Studio

- React.Js & Express.Js
- MongoDB & VS Code
- Node.js

Analyst Programmer

BIS Development
September 2023 – August 2024

- Developed in-house applications to improve efficiency by more than 20%.
- Conducted software maintenance, reducing system downtime by 25% and improving user satisfaction by 15% through regular updates.
- Developed reports and dashboards using Power BI, resulting in a 50% reduction in report generation time and enhancing data visualisation clarity by 30% for better decision-making.
- Designed UI & UX for in-house application meeting at least 80% of our users' expectations.
- Managed database systems, improving query performance by 40% and reducing data retrieval times to under 2 seconds, ensuring optimal data accessibility and integrity.
- Deployed in-house applications on both Linux and Windows (operating systems) servers.

Internship

March 2022 – August 2023
Business Information Systems

Support and Operations:

- Set up and optimised point of sale machines and computers, ensuring seamless operation and integration with existing systems to enhance transaction efficiency.
- Executed configurations for hardware and software systems, ensuring optimal performance and compatibility to meet organisational needs.
- Attended to over 100 clients' needs, achieving an 80% approval rate and reducing response time to under 30 minutes, ensuring timely access and client satisfaction.
- Provided technical assistance and troubleshooting for in-house applications, ensuring smooth operation and user satisfaction.

PROJECTS

1. Promotion Portal

January 2024 - April 2024

Frontend Developer

- Created a web-based customer portal for the OK Grand Challenge Promotion, leading to a 30% reduction in customer service response times and a 20% increase in user satisfaction ratings.

2. Online Store Mobile Application

January 2024 – June 2024

Full-Stack Developer

- Developed a retail mobile app aiming for a 40% increase in user engagement and a 30% boost in sales within the first three months.

3. Driver Competency Management System

Full-Stack Developer

- Developed to collect and analyse data related to driver performance for informed decision-making. Achieve 95% data accuracy by using calibrated telematics and validation checks.