

# 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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## 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.