

MUFARO MATURA

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PROFESSIONAL SUMMARY

Technical strategist bridging engineering and business to deliver scalable solutions. Computer Science background with advanced Engineering Technology for Strategy studies at University of Genoa. Track record in business analysis, product management, digital transformation, and enterprise integrations across multi-country implementations.

WORK EXPERIENCE

Elula Online

March 2024 - February 2025

Product Manager - Integrations Project

- Co-led SAP integration for ABF Sugar (Africa's largest sugar producer) across 6 countries, orchestrating connectivity between SAP S/4HANA, SuccessFactors, and 3rd-party applications
- Established technical documentation standards ensuring 100% compliance with client auditing requirements
- Designed and implemented Change Advisory Board (CAB) workflow, reducing approval times by 50% and minimizing production incidents

Axis Solutions Africa

August 2023 - March 2024

Group Product Owner

- Co-architected pricing transformation for B2B SaaS product from one-time licensing to subscription model, generating 30% revenue growth
- Managed end-to-end delivery of a 6 figure US Dollar government tender for Transport and Safety Commission, delivering on-time and on-budget
- Led digital ticketing system for Zimbabwe Cricket, replacing manual sales with secure online platform and mobile verification
- Developed relevant KPIs for real-time Cricket match attendance dashboard enabling dynamic resource allocation at stadium entrances for crowd flow optimization

Business Analyst

April 2022 – July 2023

- Optimized Sales and Customer Care operations through process analysis, increasing call handling capacity by 13%
- Developed user stories and functional specifications for technical teams, ensuring alignment with business requirements
- Enhanced cross-functional collaboration frameworks, cutting project delivery cycles by 25% through streamlined communication protocols and reporting structures
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- Conducted market research and customer interviews to inform product roadmaps and feature prioritization

Fresh Ideas Co

January 2021 – January 2022

Data Analyst

- Analyzed customer order trends and redesigned basket packages, leading to 10% increase in sales
- Performed data mining using SQL and Python, extracting insights that resulted in 23% cost reduction
- Conducted UAT on minimum viable products, ensuring functional requirements met prior to deployment

SirTadz Computing

September 2019 – May 2020

Product Owner - Intern

- Conducted market research using interview protocols for 3 clients to improve end-user experience
- Facilitated agile intern meetings and assigned cross-group tasks using scrum tools
- Contributed to 2 software projects through testing and debugging, improving overall performance by 7%

SKILLS & TOOLS

- **Product Management:** Product Roadmaps • Feature Prioritization • Go-to-Market Strategy • User Stories • Pricing Strategy • Revenue Optimization • Product Lifecycle Management
- **Business Analysis:** Requirements Elicitation • Functional Specifications • Process Modeling • User Acceptance Testing • Agile/Scrum Methodologies • Stakeholder Management • Business Strategy
- **Technology Consulting:** System Integration • Technology Integration • IT Strategy • Enterprise Solution Delivery • Change Management • Requirements Gathering
- **Technical Skills:** SAP (S/4HANA, SuccessFactors) • Flowgear Platform • ETL Pipelines • APIs • Data Warehousing • SQL • Python (Pandas, NumPy, Scikit-Learn) • PostgreSQL • MySQL • Data Visualization • Power BI • Microsoft Excel
- **Soft Skills:** Stakeholder Management • Cross-functional Collaboration • Technical Documentation • Consulting • Operations Management

EDUCATION

Università di Genova (Genova, Italy)

Current

Masters in Engineering, Engineering Technology for Strategy and Security

- Focus: Strategic implementation of data analysis and machine learning, simulation, project management, and systems engineering

Harare Institute of Technology (Harare, Zimbabwe)

Graduated October 2021

Bachelor of Technology, Computer Science (2.1 Degree class/Upper Second)

TECHNICAL PROJECTS

GenAI Model Selection & ROI Analysis

October 2025

- Benchmarked proprietary (OpenAI GPT-4o-mini) vs open-source (Llama 3.1) models for production AI features
- Designed hybrid model strategy reducing inference costs by 60% while improving speed by 300%
- Created product strategy memo with A/B testing roadmap for engineering leadership

Financial 10-K Analyst - RAG System

November 2025

- Built production RAG pipeline for SEC financial filings using LangChain, Pinecone, and OpenAI embeddings
- Engineered ETL pipeline with semantic search and citation-backed responses for complex financial analysis
- Implemented "Glass Box" UI for source verification and hallucination guardrails for accuracy

LANGUAGES

- English (Native)
- Italian (Basic)
- Shona (Fluent)