# LinkedIn Profile – Ndumiso Praysworth Zama

## Headline

Sales & Technology Specialist | Self‑Taught Web + App Developer | AI Research Enthusiast | Leading Digital Experience at Maxhosa Africa

## About

I am Ndumiso Praysworth Zama (Durban, South Africa) — a motivated, dedicated professional combining retail leadership with self‑taught tech development and a passionate interest in artificial intelligence.  
  
Currently a Sales Assistant at Maxhosa Africa (Oceans Mall), I engage directly with customers, shaping the brand experience through deep service, attention to detail, and strategic display management. Earlier roles include Assistant Manager at All Good Things (The Store) (2021‑2024) and Floor Supervisor at Vodacom (Pavilion, 2019‑2021), where I honed leadership, team coordination, and customer‑centric process improvement.  
  
Parallel to my retail career I developed technical fluency: I taught myself web and app development, authored books and notes on technology, design and human systems, and continuously research AI growth and application. My recent Project Management Certificate (Great Learning Academy, 2024) further sharpened my ability to lead agile teams and structure complex projects. I also hold an NCV Level 3 Certificate in Electrical Engineering (Elangeni TVET College, 2013), underscoring my technical foundation.  
  
I bring a hybrid mindset: part designer of experiences, part builder of systems, part philosophical thinker about how humans and machines will collaborate. I aim to step into roles where I spearhead digital transformation, develop applications that drive business value, and explore AI’s frontier for meaningful real‑world impact.  
  
Key Skills: Leadership • Customer Service • Inventory & Financial Reporting • Web & App Development • Project Management (Agile/Scrum) • AI Research  
  
Let’s connect if you’re exploring digital experience, AI‑driven growth, or ways design and technology can merge to create new value.

## Experience

Sales Assistant – Maxhosa Africa, Oceans Mall

• Direct customer engagements and brand representation in a high‑fashion retail environment.  
• Assisted in product display strategy and customer experience optimization.  
• Leveraged tech fluency to support in‑store digital systems and client interaction tools.

Assistant Manager – All Good Things (The Store), 2021‑2024

• Supervised operations, banking oversight, staff rosters, tenant register management.  
• Collaborated with store management to develop growth strategies and customer retention programs.

Floor Supervisor – Vodacom (Pavilion), 2019‑2021

• Managed floor operations, trained staff in customer‑centric service, implemented feedback loops to elevate satisfaction and retention.

Supervisor – GCO Cellular, 2016‑2018

• Handled warranty and insurance claims, supplier relations, inventory control and high‑tech department service operations.

## Education

Project Management Certificate – Great Learning Academy (Feb 2024 – May 2024)

NCV Level 3 Certificate in Electrical Engineering – Elangeni TVET College (2010 – 2013)

## Skills & Interests

Web & App Development • AI & Research • Agile/Scrum • Leadership • Customer Experience • Inventory & Finance Systems

Interests: Artificial Intelligence • Technology Innovation • Reading • Hiking • Gaming • Sports