**Silent Muzinde**

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# Professional Summary

Results-oriented Digital Systems and Data professional with over 2 years of cross-sector experience driving IT, digital and implementing analytics solutions across diverse industries, including mining, telecommunications, software and education. I am a goal-driven professional aiming to be a successful digital system specialist and technopreneur with renowned knowledge and solution provision. I am driven to generate innovative ideas that drive digital transformation and solve real-world problems, while seeking growth in a dynamic tech environment.

# Education

## Bachelor of Business Studies and Computing Science (2.1): 2018 – 2023

## University of Zimbabwe, Harare, Zimbabwe

**Advanced Level**: 5 Subjects (Mathematics, Further Mathematics, Computing, Business Studies & Economics

**Ordinary Level**: 8 As including Mathematics, English and Science

# Professional Experience

## Data Analyst- Projects, Operations, and Stores | Magaya Mining, Chegutu, Zimbabwe Jul 2024 – May 2025

* Designed and deployed Power BI dashboards across projects, plant operations, transport, and stores to monitor progress, equipment reliability, and inventory, improving real-time decision-making.
* Built time series forecasting models using Excel and Power BI to predict monthly stock requirements based on historical trends, enhancing procurement accuracy.
* Created Excel tools to analyze transport data—tracking job cards, fuel usage, and cost-efficiency metrics (cost per hour/tonne/department)—leading to significant fleet cost reductions.
* Conducted deep-dive analysis of plant operations and maintenance data, identifying high-maintenance equipment and implementing strategies that cut maintenance costs by 15%.
* Automated recurring reports (weekly, monthly, quarterly) with insights into project milestones, logistics, and performance indicators—accelerating strategic planning cycles.
* Developed stores and inventory dashboards to track stock levels, reorder points, and supplier performance—supporting cost-effective ordering decisions.
* Wrote Python scripts (Pandas, NumPy) to compare supplier quotes from Bills of Quantities, optimizing contractor selection and improving project cost estimation.
* Used SQL to extract and clean data from enterprise systems, ensuring accuracy for downstream analytics and visualizations.
* Partnered with department heads and IT teams to embed real-time data reporting into workflows, streamlining performance monitoring and ensuring data governance.
* Diagnosed inefficiencies in project delivery, maintenance, and logistics; implemented data-backed interventions that improved operational efficiency and reduced costs.
* Tracked KPIs across departments and presented actionable insights to senior leadership, directly influencing key strategic decisions

# AI & Analytics Research Assistant | Bindura University of Science Education Feb 2024 - Jun 2024

* Collaborated with a multidisciplinary team to develop effective AI strategies and implementation plans.
* Successfully evaluated and selected cutting-edge AI tools and technologies for specific use cases across business units.
* Organized and delivered AI training sessions for staff and stakeholders, while monitoring initiative impact and providing data-driven recommendations for improvement.
* Developed, tested, and documented effective prompts for various AI applications including content generation, data summarization, and automated support tools.
* Applied prompt engineering techniques to fine-tune and optimize language model outputs, enhancing accuracy and relevance for academic and institutional use cases.
* Authored comprehensive policies and guidelines to ensure ethical, transparent, and responsible AI implementation.
* Utilized advanced data analysis techniques like Excel to derive meaningful insights from large datasets for better decision making.

# Software Developer | Digital Row Jan 2023 -Jan 2024

* Developed, tested, and optimized software applications, ensuring high performance, responsiveness, and alignment with quality standards.
* Designed and implemented USSD applications using MPESA DRAJA API to support mobile financial transactions.
* Conducted thorough testing (unit, integration, end-to-end, and UAT) to ensure reliable and high-quality software deliverables.
* Integrated Web Engage into 5 cross-platform Flutter apps for Android and iOS, enhancing user engagement and analytics.
* Created reusable and custom modules, addressed memory leaks, and produced detailed technical documentation including user guides, API docs, and release notes
* Provided technical support and resolved hardware, software, and network-related issues to ensure seamless IT operations.

**Projects Worked on:** *Dial A Delivery (DAD) |Pizza Inn (Zim, Kenya, Mauritius & Zambia) | Chicken Inn | Turn Up | Grill Shack and Check Inn | Digicloud 24 Field Marketing Application*

# Systems Administration and Support Intern: Ecocash Holdings Aug 2020 – Oct 2021

* Developed IT ticketing, asset tracking (SharePoint), and change management systems using Microsoft Power Platform Low Code development, SharePoint and Dynamics 365 components.
* Configured, supported, and troubleshooted Microsoft Dynamics 365 and Oracle ERP systems, ensuring smooth operations and timely issue resolution.
* First-level support and point of contact for researching, diagnosing, documenting, and resolving various issues raised through the Manage Engine Help Desk System.
* Configured, installed, and maintained hardware and software equipment, including printers, routers, switches, and network appliances, while upgrading various workstations’ operating systems, and deploying systems to new and existing workstations to maintain efficiency.
* Assisted in migrating the organization’s email systems from on-premises servers to Microsoft 365, ensuring data integrity and minimal service disruption.

# Projects and Extra-Curricular

**Loan Eligibility Prediction Machine Learning** [**Model**](https://github.com/silentmuzinde/Data-Science-Portfolio)  **April 2025**

* Built a logistic regression model to assess loan eligibility using features like income, credit history, and loan amount, with a real-time Streamlit interface for predictions.
* Executed full ML pipeline including data cleaning, feature selection, model training, and evaluation using Python (Pandas, Scikit-learn).

**Bank Risk Assessment Model May 2025**

* Built a classification model using the CAMELS framework, achieving 94.5% accuracy by benchmarking models such as XGBoost, SVM, KNN, and Logistic Regression.
* Completed end-to-end ML workflow including data preprocessing, feature scaling, hyperparameter tuning (GridSearchCV), model evaluation, and result visualization using Python libraries.

# Industry Skills & Competencies

* **Data Analysis & Visualization**: Power BI, Excel (Advanced), Tableau, SPSS, Python (Pandas, NumPy, Matplotlib)
* **Machine Learning & AI**: Scikit-learn, Streamlit, Flask, FastAPI, LLMs, Prompt Engineering
* **Programming & Databases**: Python, SQL, Postgres, Microsoft Access, Flutter, Java.
* **Cloud & IT Tools**: Microsoft Azure, Power Apps, Power Platform, Firebase, Active Directory, Microsoft 365.
* **Systems & Security**: API Integration, Git, SIEM, IAM, Windows & Linux Server, Systems Troubleshooting

# Certifications

* Microsoft Certified: Power BI Data Analyst Associate
* Microsoft Certified: AI Engineer Associate
* Microsoft Certified: Identity and Access Associate
* Microsoft Certified: Azure Fundamentals
* Huawei Certified: HCIA Datacom
* CISCO Introduction to Cybersecurity,
* Data Camp: Data Analysis in Excel
* Google IT Support Professional Certificate (*networking, system administration, OS, security, and technical troubleshooting*.)

# Honors & Awards

* Higherlife Foundation - Joshua Nkomo Scholarship Award (2018-2023)

# Hobbies and Interests

• Tech evangelism| Training and Mentorship| Volunteering

**References**:

* Mr. T Mackie, General Manager Magaya Mining, +2677 875 0345, [Travis.Mackie@magayamining.com](mailto:Travis.Mackie@magayamining.com)
* Mr. S Pamire-IT Systems Manager, Ecocash Holdings, +263772222358, [Shingirai.Pamire@ecocashholdings.co.zw](mailto:Shingirai.Pamire@ecocashholdings.co.zw)
* Mr T. Rupere- Chairman Computer Science, University of Zimbabwe, +263772416888 [trupere@ceic.uz.ac.zw](mailto:trupere@ceic.uz.ac.zw)