**TINASHE**

**TINASHE.367629@2freemail.com**

**PERSONAL ATTRIBUTES**

* I am organized and able to work under pressure with minimal supervision, producing good results.
* I am also a team player and like getting tasks done on time and to the best of my ability.
* I have good communication skills – both written and verbal. And I am able to relate to people from different backgrounds and nationalities.

#### QUALIFICATIONS

**Bachelor of Science Honors in Information Systems -** Women’s University in Africa (2012)

**Micro Computer Technology -** City and Guilds

**EMPLOYMENT PROFILE**

**Computer Science and English Teacher - Glenview High School - Zimbabwe (2014 to 2017)**

**DUTIES**

* Carry out training needs analysis;
* Define the skill sets needed to perform different roles;
* Carry out performance assessments to determine the skills gap between current and desirable learner skill levels;
* Design training programmes appropriate to the skills needed;
* Develop an appropriate mix of formal and informal development activities;
* Ensure that the learning environment and resources support learner needs;
* Design course materials and other documents such as handouts, manuals and exercises;
* Prepare the learning environment and resources, including setting up IT equipment where appropriate;
* Deliver training programmes in formal (e.g. a classroom), informal (e.g. floor-walking) or online (e.g. e-learning and webinar) settings;
* Support and coach learners using learning technologies to deliver skills;
* Evaluate the effectiveness of training programmes and learning outcomes;
* Liaise with partners (e.g. external course providers, employers, examining bodies) to fulfil the skills needs of an organisation;
* Develop peer networks to keep abreast of current thinking;
* Maintain appropriate records of learner development and resource allocation.

**Systems Analyst – Econet Wireless (2013 to 2014)**

**DUTIES**

* Defines application problem by conferring with clients; evaluating procedures and processes.
* Design and implement Web Applications as required.
* Conduct Unit, Quality Assurance and Use Acceptance Tests for all solutions provided
* Regular checks, maintenance, evaluations and upgrades on already live systems.
* Develops solution by preparing and evaluating alternative workflow solutions.
* Controls solution by establishing specifications; coordinating production with programmers.
* Validates results by testing programs.
* Ensures operation by training client personnel; providing support.
* Provides reference by writing documentation.
* Accomplishes information systems and organization mission by completing related results as needed

**Call Centre Helpdesk Coordinator - Econet Wireless (2010 to 2013)**

**DUTIES**

* Help Desk Management (Customer Support).
* Initiate second level diagnostics and additional investigations and information gathering to resolve requests/complaints or document information required for support from the Team Manager -TT
* Act as the primary point of contact for the customer support team throughout the life of a request/complaint
* Manage all allocated priority requests/complaints until resolution has been obtained and customer has confirmed restoration of service and ticket has been closed
* Properly code requests/complaints with appropriate closure codes, detailing the results of the findings and resolution on the reported issue
* Utilize available technology to efficiently respond to client request
* Uphold Econet’ s core values in the discharge of responsibilities

###### Call Centre Agent – Econet Wireless (2009 to 2010)

###### DUTIES

* Assisting customers with all Econet related queries
* Marketing all products and services
* Escalating all queries to the relevant departments so they can be resolved
* Responsible for all the Computer Hardware, Software and Peripherals Challenges.
* Carrying out Monthly Inventory sessions of the Call Centre
* Introducing new products to customers
* Outbound Telesales
* Doing courtesy call backs
* Follow up on unresolved queries
* Maintain query Turnaround times to ensure customer satisfaction