**Tonderayi**

Dubai

Nationality: Zimbabwean

Visa Status: Long term visitor’s visa (Expires 01/03/2018)

Email: tonderayi.375169@2freemail.com

**Personal Statement**

Tech-savvy, ambitious, driven and innovative young professional looking to grow, apply my education, experience and knowledge in Information Technology, Marketing and Sales. I have a passion for solving challenges through developing and implementing innovative and interactive modern systems.

**Summary of Skills and Attributes**

**Communication**

* Excellent written and verbal communication skills
* Fluent in both written and spoken English

**Information Technology**

* Two (2) years successful experience in web development, content management, systems support and networking (WAN and LAN) at the Civil Aviation Authority of Zimbabwe (CAAZ)
* Technically competent with extensive experience of a variety of software systems and databases
* Ardent web developer familiar with Drupal, WordPress, HTML 5, PHP, CSS and MySQL
* Competent with installations, configurations, trouble shooting, setting up new users and support

**Marketing and Social Media**

* Four (4) years successful experience as a marketing coordinator at Engage Entertainment
* Management of social media content, updating and posting across social media platforms
* Responsible for implementing online strategy, website management and digital reports
* Collaborate with internal teams to ensure brand consistency is portrayed on social media
* Creation and generation of online content and interacting with followers online

**Marketing and Sales**

* Strong marketing development and strategy skills
* Confident communicator, negotiator and decision maker
* Broad knowledge of account management, up selling and customer relationship management (CRM)
* Budgeting, Coordinating, managing and scheduling marketing campaigns and events
* Understanding of retail, business relationship and branding principles and tactics

**Personal management**

* Initiative and ability to take responsibility, make decisions and achieve positive results
* Excellent, planning, organising, time management and analytical skills
* Pays attention to detail and excellent presentation skills
* Quick learner and calm under pressure
* Strong work ethic and willing accepts correction and constructive feedback

**Achievements**

* PaNhari Leadership Certificate
* Selected to represent the University in China (Huawei Seeds for the Future Program)
* Chinese Language and Culture Experience Certificate
* Huawei Seeds for the Future Program completion and participation Certificate

**Employment History**

**Digital Services Director:** **TechnoMag, Harare:** January 2017 – November 2017

* Leading a team of five members
* Identifying clients and selling value-added services which include live streaming of events, photography, videography, graphic designing and website development
* Creating social media presence on Facebook, Twitter and WhatsApp (Digital Marketing)
* Building websites solutions and selling them to both prospective clients and established clients
* Ensure smooth operation for all digital applications and platforms (e.g. website, blogs, social media)

**ICT Support: Civil Aviation Authority of Zimbabwe (CAAZ), Harare:** January 2015 – December 2016

* Installing and configuring computer hardware operating systems and applications
* Monitoring and maintaining computer systems and networks
* Troubleshooting system and network problems and solving hardware or software faults
* Setting up new users' accounts and profiles and dealing with password issues
* Supporting the implementation of new applications and systems
* Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues

**Customer Service Agent: Extensa Technologies, Harare:** October 2012 – December 2014

* Attending to and listening to customer queries and providing solutions
* Building and maintaining business relationships
* Offer support to the Sales Department in terms of meeting customer requirements
* Interface with strategic customers to solidify mutual expectations of performance and growth
* Ensured the smooth running of day to day activities through information management and sharing

**Marketing Coordinator: Engage Entertainment, Johannesburg:** August 2008 – September 2012

* Contributing to the marketing plan and strategy
* Building professional presentations for clients and key stakeholders
* Liaising and networking with stakeholders including customers, suppliers and associations
* Coordinating and monitoring the execution of all marketing promotions and projects
* Booking media crew, venue, budgeting and scheduling quarterly marketing events
* Organizing and attending events such as conferences, seminars, receptions, exhibitions and award ceremonies

**Marketing Assistant:** **Engage Entertainment, Johannesburg:** January 2008 – July 2008

* Assisting with promotional activities
* Visiting customers/external agencies
* Helping to organize market research
* Formulating presentations for sales teams to pitch
* Search for, analyze and qualify potential leads for sales staff
* Administration of marketing activities and attesting that publications and reminders are sent on time

**Education and qualifications**

**Bachelor of Commerce** **in Business Management and Information Technology (BBM & IT)**, Catholic University of Zimbabwe, 2016

**Advanced Level Certificate:** Two (2) commercial subjects

**Ordinary Level Certificates:** Nine (9)subjects including Mathematics and English

**Referees**