

MUDZINGWA TAKUDZWA

Software Engineer | ICT Implementation & Support Specialist | Full-Stack Developer

+263 77 548 0388 / +263 71 556 9819 | mudzingwaft@gmail.com | takufreddym@gmail.com | linkedin.com/in/mudzingwa-taku

PROFESSIONAL SUMMARY

Results-driven Software Engineer and ICT professional with 5+ years delivering enterprise-grade software, contact-centre platforms, and national-scale IT infrastructure for Zimbabwe's top financial institutions, government agencies, and 100+ enterprise clients. Expert across the full SDLC — architecture, development, deployment, and support — with strong leadership, client-engagement, and systems-administration capabilities.

SKILLS

Languages & Frameworks

JS (ES6+), PHP, Python, React.js, Node.js, Express.js, Laravel, HTML5, CSS3

Databases

MySQL, MariaDB, MongoDB, SQL Server — design, optimisation, migrations

Contact Centre & QMS

Ameyo/Exotel, WaveTec QMS, CRM Systems, Call Analytics, SLA Management

Mobile & Desktop

React Native (Android/iOS), Electron.js, PWA, Responsive Design

DevOps & Cloud

AWS/VPS, Linux Admin, CI/CD, Docker, DNS, SSL, Server Hardening

ERP & Business Systems

Custom ERP/CRM, Inventory, Accounting, HR/Payroll Modules, API Integration

UI & Design

Bootstrap, Tailwind CSS, Figma, WebFlow, Elementor, WordPress

ICT & Networking

TCP/IP, VoIP/SIP, IDS/IPS, Endpoint Security, Firewall, Active Directory

Project & Strategy

Agile/Scrum, SDLC, Team Leadership, Client Consulting, Technical Training

EXPERIENCE

Technical Operations Manager

Climate Disasters International Foundation (Consultancy) | August 2025 – Present

- Architected and maintained digital infrastructure for disaster-monitoring, incident-reporting, and volunteer-training platforms — supporting 50+ staff and field teams at sustained 99% uptime.
- Deployed cloud-hosted IT systems and communication platforms for operations, social media coordination, and emergency response; integrated real-time GIS mapping and early-warning systems reducing decision lag by 35%.
- Supervised 8 technical volunteers and programmers, delivering all software/hardware deployments on schedule; designed M&E; dashboards that improved reporting accuracy by 40%.
- Implemented cybersecurity protocols, access-control policies, and staff-training programmes, cutting system-related operational errors by 45% within the first quarter.

ICT Implementation and Support Engineer

Tech24 Group | February 2021 – May 2024

- Deployed and optimised **Ameyo/Exotel** contact-centre platforms for **BancABC**, **NBS**, **ZimNat**, and **First Mutual Life** — enabling 300+ agents across 4 financial institutions with full omnichannel capability.
- Implemented **WaveTec** Queue Management Systems for **EcoBank**, **ZB Bank**, and **POSB**, modernising customer-flow management at 50+ branch locations nationwide.
- Sustained 99.9% system uptime across all contact-centre operations; reduced average ticket-resolution time by 25% through structured Tier 1/2/3 escalation workflows and SOPs.
- Cut agent onboarding time by 50% via a 50-page knowledge base; collaborated with **Ameyo/Exotel** engineers to deploy AI-driven call-analytics dashboards for client leadership.
- Managed network security, email administration, and systems health for **Tech24 Group** subsidiaries: **Picco Construction**, **CICM**, and **CXAZ**.

Senior Software Developer

Tech24 Group | August 2022 – Present

- Architected and delivered ERP and CRM platforms for 10+ enterprise clients, digitising procurement, inventory, accounting, HR, and payroll workflows — reducing operational overhead by up to 60% per client.
- Developed 100+ enterprise-grade websites and web applications for **ZESA Holdings**, **TIMB**, **ZERA**, **ESWUZ**, **BPO Council Zimbabwe**, and **CXAZ**, collectively serving 50,000+ end-users.
- Built cross-platform mobile applications (React Native — Android & iOS), extending enterprise systems to field workforces and improving data capture accuracy by 70%.
- Developed offline-capable desktop applications (Electron.js) and RESTful API integrations, enabling real-time third-party data exchange and automated business workflows.
- Integrated AI automation reducing manual processes by 60%; led Agile teams of 5 engineers to on-time, on-budget delivery; architected multi-tenant SaaS platforms serving 500+ active users.

Lead Software Developer and IT Consultant

Kaizen IT Group (Consultancy) | February 2020 – February 2021

- Led full-cycle development of WordPress, PHP, and React-based web solutions for 20+ business clients — delivering responsive, ADA-compliant, SEO-optimised sites on time and within budget.
- Developed native Android and iOS mobile applications integrating M-Pesa/Paynow payment gateways, push notifications, and real-time Firestore database synchronisation.
- Built desktop automation tools (Electron.js, Python) for 5 corporate clients, replacing manual back-office workflows and reducing data-entry errors by 50%.
- Executed digital-marketing and SEO strategies that increased organic traffic by 150% and improved average Google rankings by 4+ positions within six months.
- Designed and deployed e-commerce platforms with inventory management, payment integration, and order-tracking for 8 retail clients.
- Provided CTO-level technology consultancy to SME founders, producing digital-transformation roadmaps that reduced operational costs by an average of 30%.
- Enforced SDLC coding standards and conducted peer code reviews, reducing post-deployment defects by 35%.
- Optimised site performance via server-side caching, image compression, and CDN configuration — cutting average page-load times by 40% and improving Core Web Vitals.

KEY ACHIEVEMENTS

- Spearheaded Zimbabwe's most advanced contact-centre rollout (**Ameyo/Exotel**) for **BancABC**, **NBS**, **ZimNat**, and **First Mutual Life** — enabling seamless omnichannel service for millions of customers and policyholders.
- Directed nationwide implementation of **WaveTec** Queue Management Systems for **EcoBank**, **ZB Bank**, and **POSB**, transforming branch efficiency across 50+ locations.
- Delivered 100+ enterprise websites and digital platforms for government regulators and corporates: **ZESA Holdings**, **TIMB**, **ZERA**, **ESWUZ**, **BPO Council Zimbabwe**, and **CXAZ**.
- Architected and launched multiple full-featured ERP, CRM, mobile, and desktop solutions, collectively eliminating legacy paper-based processes and delivering measurable ROI across 10+ enterprise clients.
- Recognised for end-to-end leadership of AI automation initiatives that saved client teams an average of 20 staff-hours per week per deployment.

EDUCATION

BTech Software Engineering

Telone Centre For Learning (TCFL), Harare Main Campus, Zimbabwe | 2020 – 2023

REFERENCES

Mrs. Kate Mazibuko

thanykatesukuta@gmail.com | +263 77 686 9239

Mr. T Taruva

terrence@kaizenconsultants.co.za | +27 74 686 3804

Mr. T Marufu

tinaishe.marufu@gmail.com | +263 776 498 283

Mr. Z Noel

znvengai@gmail.com | +44 7426 423 380

LANGUAGES

English (Professional) | **Shona** (Native) | **TshiVenda** (Conversational)