

KUDZANAI OLLEN MUTSONGONONO

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ADMINISTRATIVE PROFESSIONAL

PROFICIENT ADMINISTRATIVE PROFESSIONAL WITH PROVEN TRACK RECORD IN MANAGING CALENDARS, TRAVEL, AND MEETING PREPARATIONS. SKILLED IN TALENT MANAGEMENT, RECRUITMENT AND SELECTION, COMMITTED TO DELIVERING HIGH-QUALITY RESULTS. TO WORK IN A TEAM OF STAFF WITH WHICH I SHARE MY KNOWLEDGE AND LEARN FROM THOSE OF OTHERS FOR BUSINESS SUCCESS AND PERSONAL DEVELOPMENT.

SKILLS

- Excellent Verbal and Written Communication
- Strong Problem-Solving Abilities
- High Level of Empathy and Interpersonal Skills
- Experienced In HR Software (SAP, Workday,HRIS)
- Proficient In Microsoft Office Suite (Word, Excel, Powerpoint, Publisher)

EDUCATION

Midlands State University, City, Gweru, Zimbabwe

December 2022

Bachelor of Science Human Resource Management (Honors) Degree

Thunderbird School of Global Management

February 2025

Global Leadership and Personal Development

Data Analytics and Digital Transformation

Global Marketing in a Digital Age

PROFESSIONAL EXPERIENCE

Position	Human Resource Assistant	Ministry of Health and Child Care, Harare, Zimbabwe	April 2016-Aug 2021
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- Handling administrative requests and queries from senior managers.
- Organizing and scheduling appointments, meetings, and events.
- Maintaining contact lists and filing systems.
- Producing and distributing correspondence, memos, letters, faxes.
- Assisting in the preparation of reports and presentations.

Position	Data Entry	Care International, Harare, Zimbabwe	December 2019 –April 2022
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- Collecting demographic, economic, and housing data from households and businesses through face-to-face interviews and surveys.
- Verifying the accuracy of survey questions.
- Utilizing digital tools and devices to record and submit collected data securely and efficiently.
- Talking with citizens at their homes, asking questions about an individual's demographic and economic status, and submitting data to help build comprehensive records.
- Conducting door-to-door interviews and follow-up calls, accurately recording gathered information into databases.
- Coordinating with managers or supervisors daily and reporting any issues or concerns.

Position	Human Resources Assistant Volunteer	Frelis Services, Harare, Zimbabwe	January 2023-to date
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- Budgeted and forecasted yearly working capital, and capital-intensive expenditures
- Initiated and revised procedures for managing customer complaints, training subordinates and improving customer satisfaction

- Facilitated strategic purchase of stationery to improve sales and profitability

LEADERSHIP ROLES

Policy and Compliance Coordinator

January 2020-March 2021

- Monitoring and updating company policies
- Conducting compliance audits
- Providing training on compliance issues
- Assisting in the development of new policies

Recruitment Lead

January 2020-December 2020

- Coordinate job postings and advertising
- Screen resumes and conduct initial interviews
- Schedule interviews with hiring managers
- Assist in developing recruitment strategies

Data Entry and Processing Team Leader

January 2020- December 2021

- This role involves supervising daily activities of data entry operators, ensuring accuracy and efficiency in data input, and managing a team to meet data entry goals.

Chief Data Officer

January 2020-July 2021

- A CDO is responsible for managing an organization's data assets, ensuring data quality, and leveraging data for strategic decision-making. They foster a data-centric culture and ensure compliance with data governance policies.

ADDITIONAL INFORMATION

- English (Fluent), Shona (Fluent).