Mufaro Matura

Business Analyst | Product Owner | Systems Integration

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PROFESSIONAL SUMMARY

Business analyst and product owner with five years across Zimbabwe, South Africa and Italy, connecting ERP, CRM and integration systems so commercial teams can act on their data. Delivered **90+ SAP integration workflows** across six countries, including **AI invoice processing in production**; designed a **live ERP-to-CRM system** and an **AI lead scanner** at an Italian food exporter. Computer Science graduate completing an MSc at the University of Genoa.

WORK EXPERIENCE

Digital Transformation Associate (curricular internship) Feb 2026 – Present

Alifood S.r.l., Genoa, Italy · Italian food exporter, sole administrator of the company's Brevo CRM

- Led the **Mago4 ERP to Brevo CRM integration** from a one-page handwritten brief to a **live system used daily by the sales team**, writing the full specification for the external developer in under a week
- Audited **1,750+ client and supplier records** and ran the data clean-up with the sales team before migration, so only accurate, reachable accounts entered the CRM
- **Protected CRM data before go-live** by catching a connector design that would have deleted and recreated every record on each sync; later traced and **cleared live sync errors** by reconciling both systems
- Built CRM automations that **score every client** by revenue and recency and **flag accounts going quiet**, showing sales who to call first; trained staff in English and Italian
- Built an **AI lead scanner** (Python, Claude API) that turns photos of trade fair business cards and handwritten notes into CRM contacts with follow-up tasks: **97% field accuracy**, up from 82%, at **half the running cost**

Systems Integration Consultant Apr 2024 – Feb 2025

Elula Online, South Africa (remote) · Client: Illovo Sugar Africa (Associated British Foods)

- Technical specification lead on an SAP S/4HANA and SuccessFactors integration programme on Flowgear: **90+ workflows** across six countries
- Specified **AI invoice processing**: a custom-trained Azure Document Intelligence model reads supplier invoices from six companies' inboxes and posts them into SAP; **live in production**
- Authored **11 technical specifications** across payroll, time and attendance, agriculture, logistics, plant maintenance and finance, each signed off by the client's architects
- Standardised Change Advisory Board packages (specification, test evidence, rollback plan), making **approval cycles 50% faster** with full audit compliance
- Worked with seven lead developers through unit, integration and user acceptance testing; wrote the ELK monitoring and AI invoice processing operating procedures

Group Product Owner Aug 2023 – Apr 2024

Axis Solutions Africa, Harare, Zimbabwe

- Owned the backlog and ran sprints across three products still in the market: **Aximos** (van sales), **AxisFlow** (workflow automation) and **Axis Tickets** (event ticketing)
- Moved Aximos from one-time licences to per-user subscription tiers built from usage data, with price protection for existing customers; a key driver of **30% year-on-year revenue growth**
- Delivered a **six-figure government contract** with the Traffic Safety Council of Zimbabwe through acceptance testing, and specified its approval engine as configurable data so it could be packaged as AxisFlow

Business Analyst Apr 2022 – Aug 2023

Axis Solutions Africa, Harare, Zimbabwe

- Led requirements for the Traffic Safety Council system: **24 processes** across procurement, HR and finance, signed off by the Managing Director and three process owners
- Took the Zimbabwe Cricket ticketing platform, now Axis Tickets, through its gate phase: QR validation, mobile scanning and real-time crowd analytics
- Analysed sales and customer care processes, increasing **call-handling capacity by 13%**
- Wrote user stories, functional specifications and UAT scripts, and ran acceptance testing with clients

Data Analyst Jan 2021 – Jan 2022

Fresh Ideas Co, Harare, Zimbabwe

- Analysed customer order trends with SQL and Python and redesigned basket packages, increasing **sales by 10%**
- Ran user acceptance testing on minimum viable products before deployment

EDUCATION

MSc Engineering Technology for Strategy and Security (STRATEGOS) Oct 2024 – Jul 2027 (expected)

University of Genoa, Italy · Thesis on AI-driven transformation in SMEs

BTech Computer Science, Upper Second Class (2.1) Oct 2021

Harare Institute of Technology, Zimbabwe

SKILLS

Business analysis: requirements elicitation, functional and technical specifications, process mapping, user stories, UAT

Product and delivery: backlog management, Agile/Scrum, pricing strategy, stakeholder management, change control, user training

Integration and data: SAP S/4HANA, SuccessFactors, Flowgear, Mago4 ERP, Brevo CRM, REST/OData APIs, ETL, data quality, ELK, SQL, Python (pandas), GitHub Actions

AI: Claude API, AI document extraction, model evaluation, Azure AI Document Intelligence, RAG (LangChain, Pinecone)

PROJECTS

- **Financial 10-K Analyst:** retrieval-augmented question answering over SEC filings with source-cited answers (Python, LangChain, Pinecone)

LANGUAGES

English (native) | Shona (fluent) | Italian (elementary, intensive course 2027)

Autorizzo il trattamento dei dati personali contenuti nel mio curriculum vitae in base al D.Lgs. 196/2003 e al Regolamento UE 2016/679 (GDPR).