

# CLAYTON QHUBEKANI MOYO

"Obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it."

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## References

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## Summary

An ambitious and self-motivated individual who has the necessary skills and personal attributes required for a successful area manager. Boasting an established ability to deliver growth, maximize sales and achieve set targets

## Work experience

### Territory Lead

2019-December

Econet Wireless Zimbabwe

- Revenue Generation
- Subscriber Acquisition
- Key Account Management and Development
- Market Intelligence
- Territory Management
- Trade Activations
- She Management
- People Management
- Cost Containment
- Adherence to processes and procedures

### High Value Customer Champion

2014-August - 2019-November

Econet Wireless Zimbabwe

- Prioritized HVC support for Gold - Platinum customers
- Plan HVC loyalty events in major cities of the country
- Provide prioritized support for HVC product & service fulfilment
- Segment & continuously track top 20% HVC subscribers
- Schedule regular of contact with the subscribers
- Monitor, manage and personally respond to any direct and/or indirect service request received from the subscriber and related accounts identified.
- Maintain a record of all direct and/or indirect interactions and service support interventions with the subscriber in the HVC Management Portfolio

### Customer Service Representative

2012-October - 2014-July

Econet Wireless Zimbabwe

Got the best Effort Award

### Acting Product Manager - Post-Paid Segment

2015-March - 2016-July

Econet Wireless Zimbabwe

- Develops a product distribution plan and a channel management plan
- Organises product launches in liaison with Marketing
- Carries out trend analysis for minutes of use and active subscribers.
- Carries out product costing in liaison with Finance Planning Section
- Determines appropriate pricing levels for each product
- Manages the implementation process of promotions.
- Checks if tariff is competitive and in line with international trends
- Reviews voice and SMS tariff within set policy for the year

- Evaluates and reports on effectiveness of demand stimulation initiatives

## Acting Product Specialist - Post-Paid Segment

2015-November - 2016-February

Econet Wireless Zimbabwe

Develops concepts for usage stimulation for the various segments within Post-Paid Voice.

- Analyse local and international post-paid voice value propositions and propose ways to strengthen Econet's position against the market.
- Co-ordinates the implementation of voice Propositions and new services with stakeholders from other departments.
- Conducts User Acceptance Tests for new services before launch.
- Constantly checks voice products and services are working as per approved business rules and report anomalies.
- Prepare the Daily voice trends - usage + subscribers
- Consult with customers about their product or service needs or their wants.
- Analyze what the customer says they want and need then tailor it to what we offers.
- Troubleshoot products and services to best fit their needs and expectations.
- Receive customer calls of requests for products and services.
- Investigate what products and services the customer will need even if they may not know what they need. Probing as to what they want and present what they feel they may need dependent on their needs and wants. Middle liaison between the workers (technicians, SBC and whoever supplies the products or services) and the customer.
- Testing of new products.
- Full responsibility of ensuring that campus is aware of what products and services (applicable to CCU) is trained in understanding what products and services are available, what they do, and how they can order them.

## Data Service Support Technician

2010-November - 2012-September

Econet Wireless Zimbabwe

- Installation and configuring of CPE's/ mobile devices/software
- Network data monitoring
- Customer care consultancy
- Sales
- Internet and Email configurations
- Remote Linux Administration
- Configuring WiMax devices
- WiMax Network surveying
- WiMax troubleshooting

## Education

### Professional Certificate in Digital Marketing

2020-10 - 2021-02

Marketers Association of Zimbabwe

Aug 2020 - Feb 2021 Professional Diploma in Digital Marketing Marketers Association Zimbabwe

Introduction to Digital Marketing

ECOMMERCE

Introduction to Website Design

Email Marketing

Mobile Marketing

SEO

Introduction to Digital Analytics

Content Marketing

Paid and Display Marketing

Social Media Analytics and Management Tools

### Certified Product Manager and Marketer

2016-03 - 2017-02

AIPMM

Building case studies  
Writing business plans segmented for each major function  
Market planning  
Competitive analysis  
Project plans for each major activity  
Product specifications  
Develop product launch plans  
Product Life Cycle Project modeling  
Phase-Gate Process modeling  
Product/Market Data modeling

## Web Application Development - PHP

2016-10 - 2017-02

Muzinda Hub

PHP is commonly used by people who want to build a simple, dynamic website quickly and effortlessly. Since its debut in 1995, it's become an extremely popular choice for web developers. So popular, in fact, that roughly 80% of all websites use it now, including many Fortune 500 companies and top technology startups.

## Business and Entrepreneurial Training

2016 -11 - 2016-12

Ubuntu Academy

Business planning for success  
Navigating business finance successfully  
Managing cash flow in your business  
Business debt: The good the bad and the ugly  
Marketing your business effectively  
Learning to negotiate effectively  
Raising capital for your business  
Oct 2016 - Present Web Application Development - PHP Muzinda Hub  
PHP is commonly used by people who want to build a simple, dynamic website quickly and effortlessly. Since its debut in 1995, it's become an extremely popular choice for web developers. So popular, in fact, that roughly 80% of all websites use it now, including many Fortune 500 companies and top technology startups. By the end of this track, you'll have what it takes to begin your career in companies that use PHP, or even to build your own website!

## Customer Service Support

2015-01 - 2016-01

Service Quality Institute

Service Quality Institute

Speed

This program will

Help you define ways SPEED can work in your organization to provide exceptional service

Define the internal and external barriers to SPEED

Work with employees to identify the SPEED mindset needed for success

Show the relationship between empowerment and effective use of SPEED

Recognize how your policies and procedures can affect SPEED

Show employees that waiting until the last minute doesn't leave time to overcome problems

Push the envelope differentiate and revolutionize your organization, become an industry leader with SPEED

## BSc Honors Degree Computer Science

2006-08 - 2010-06

National University of Science and Technology

Computer Science, generally defined, is the study of problem-solving procedures, computability and computation systems. Its core areas include Algorithms, Computer Architecture, Operating Systems, Programming, Human-Computer Interaction, Software Engineering, Net-Centric Computing, Programming Languages, Intelligent Systems, Information Management, Social and Professional issues, Discrete Structures and Numerical and Symbolic Computation methods. Computer engineers and computer science professionals are proficient in several programming languages and are familiar with advanced mathematical concepts such as linear algebra, matrix theory, calculus, and Boolean algebra.

