



# Moud Nkazimulo Mpofo

## Profile

I am a highly motivated and detail-oriented professional with a dedication to achieving exceptional results. My experience in Reporting has provided me with a unique skill set that allows me to scrutinize large datasets, deliver detailed reports, and communicate effectively with stakeholders at all levels.

## Employment History

### Sr C-ops Associate, Amazon

APRIL 2022 – PRESENT

Promoted to **Reporting specialist** from Manual Classification team for Extended Producer Responsibility. My key responsibilities are as follows:

- analyzing vast data sets and manually constructing reports using EXCEL (pivot tables, lookup functions) and Amazon sales data
- calculating the cost for environmental fees based on the Environmental scheme's requirements and periodic disclosures to business partners/schemes through web portals ensuring that SLAs are met as required by the client in order to avoid paying fines.
- Invoice forecasting for the ESM (Environmental Scheme Management) to aid in the preparation of bills and budgets for the following payment period
- assisting internal and external stakeholders, including government agencies and Amazon suppliers, in communicating about procedures and operations, as well as presenting data/metrics information
- Internal & External auditing of reports to ensure that correct data is being declared to the schemes
- training and supporting new joiners, leading a daily team' meeting
- successfully on-boarded a new program, assuming full responsibility and developing the Standard Operating Procedure and Work Instruction, as well as reporting templates for future usage.
- I actively participated in internal training sessions delivered by Business Intelligence Engineers and developers on report automation and data extraction using SQL. During the sessions, I gained knowledge on creating reports and extracting data to streamline processes.
- improved the team's quality by leading a cross-functional project for process improvement, i.e SOP/WI standardization for all programs

### Manual Classification

EPR classification; identifying products that are EEE and batteries then collecting a set of attributes that will create an accurate training data set for the Machine Learning model. The set of attributes for each regulated product will then determine the Reporting category and correspondent country, that Amazon will finally pay to the environmental organizations for each unit sold. Maintaining a 100% quality and productivity level at all times

### Senior Process Executive, Cognizant Technology Solutions, Gdańsk

JULY 2021 – MARCH 2022

Support for client's high-end partners in the financial sector involving:

- Managing on-boarding of partners into the client's business ecosystem based on eligibility criteria defined by the client.

## Details

Kraków, 31-326

Poland

+48667729677

[mpofunkazi@gmail.com](mailto:mpofunkazi@gmail.com)

NATIONALITY

Zimbabwean

DATE / PLACE OF BIRTH

1998-05-28

Zimbabwe

## Skills

Computer Skills

Advanced Excel

HTML

css

JavaScript

GIT, GitHub

VS Code Studio

Autodesk AutoCAD

Archicad

Time Management

Fast Learner

Detail-oriented

Adaptability

Teamwork

## Hobbies

Chess

Guitar

## Languages

English

Ndebele/Zulu

## Links

[LinkedIn](#)

[GitHub](#)

- Calculating partner incentives in the incentive program using advanced EXCEL function, sales data obtained from various databases and other client finance tools for reporting
- Handling payment processing of calculated incentives which involved bulk invoice processing, wire transfers, credit memos and other payment methods as required by the specific transaction
- Provided RFX support and responded to ad-hoc requests from client's partners about the incentive calculation process, payments processing and any other related queries using emails and other internal communication tools ensuring that SLAs are met as required by the client.
- internal report auditing
- took the initiative to write work instructions for the team.

### **Civil Engineering Intern, Climatech Slawonir Hankowski, Białystok**

JULY 2020 – AUGUST 2020

- Worked as an intern for 6 weeks , learning how to design the sanitary installations for single family houses and apartments.
- Acquainting with the return technology of running the sewage system and the applicable materials used in the Design Studio of Sanitary Installations CLIMATECH.
- Acquainting with the technology of running the ventilation system and the materials used in the Design Studio of Sanitary Installations

### **General Employee, Mc Donald's, Białystok**

SEPTEMBER 2019 – JUNE 2021

- Food services
- Cooking and serving people

## **Education**

### **Bsc Hons Degree in Construction and Building Systems Engineering, Politechnika Bialostocka, Białystok**

SEPTEMBER 2017 – FEBRUARY 2021

#### **Final Thesis**

Characteristics of methods and facilities for primary municipal sewage treatment.

*Overall grade : 5*

### **ZIMSEC Advanced Level High School Diploma, Sizane High School, Zimbabwe**

JANUARY 2011 – NOVEMBER 2016

Majored in;

- Mathematics A
- Chemistry B
- Physics C

## **Courses**

### **Computer Operations and Packages, HEXCO , ZIMBABWE**

JANUARY 2015 – NOVEMBER 2016

### **Front-end Development, SheCodes**

SEPTEMBER 2023