

PERSONAL DETAILS AND CONTACT

Names: Stanford Tsakane
Surname: Sithole
Address : 3307 Levendale Rd Nashville, Gweru, Zimbabwe
Email address: tsakane.1578@gmail.com
Cell : +263 77 798 5546
Gender: Male
Date of Birth: 27 March 2003
Marital Status: Single
Religion: Christianity
Nationality: Zimbabwean
Languages: English and Shona
LinkedIn: <https://zw.linkedin.com/in/tsakane-sithole-b39276197>
Github: <https://github.com/Signas-58>

Professional Summary

An Information Systems graduate with a Bachelor of Commerce Honours Degree in Information Systems (2.1) from Midlands State University, with practical experience in digital banking, merchant services, IT support, payment systems, data analysis and cybersecurity. Possesses strong analytical, problem solving and communication skills and performs well in collaborative environments.

Key Skills

Digital Channels Management	IT support and Troubleshooting
Data Analysis and Reporting	Customer Service and Relationship Management
Cybersecurity and Fraud Monitoring	Payment Systems and Merchant Services
Database Management and Networking Fundamentals	

CAREER OBJECTIVES

To enhance my knowledge and capabilities by working in a dynamic and highly esteemed organization that prides itself in giving substantial responsibility to new talent, thereby enabling me to be successful in providing business management services as a professional with high standards of skills and respect of corporate ethics.

ATTRIBUTES

- Dynamic, flexible and confident
- Strong logical and analytical skills
- Excellent communication skills.
- Fast learner and team player
- Result oriented and focus on achievements.

ACADEMIC QUALIFICATIONS

University Level results

Institution: Midlands State University (2021-2025)
Bachelor of Commerce Honours Degree In Information Systems (2.1).

Advanced level results

Institution: Thornhill High School (2019-2021)

Ordinary Level results

Institution: Thornhill High School (2019).

9 “O” levels including English, Mathematics and Combined Science.

Holder of a clean class 4 driver’s license

OTHER PROFESSIONAL RELATED ATTRIBUTES

Computer literacy

- Microsoft Word
- Microsoft Excel
- Power Point
- QuickBooks

HOBBIES

- Reading
- Travelling
- Researching

CAREER DEVELOPMENT & DETAILED EXPERIENCE

Metbank Limited

February 2024 – January 2025

Reporting to Head of Digital Banking and Head of IT

Digital Banking Officer

- Digital Channels Management
 - Oversaw daily operations of mobile banking, internet banking, USSD platforms and online portals to ensure seamless customer experience.
 - Monitored system performance, uptime and incident response to maintain service reliability
- Customer Support and Engagement
 - Provided frontline support for digital banking users, resolving login issues, transaction failures and app errors.
- Risk, Fraud and Compliance
 - Identified and escalated suspicious digital activity, reducing cyber related risks.
 - Ensured digital operations complied with banking regulations, data privacy laws and security standards.
- Data Insights and Reporting
 - Analysed customer usage data and platform analytics to drive digital optimization decisions.
 - Generated dashboards and performance reports to inform management strategy.
- Digital Onboarding Initiative

- Helped implement digital account opening, reducing branch congestion and improving onboarding speed.
- Digital Product Enhancement
 - Collaborated with IT and product teams to enhance user interface (UI) and user experience (UX) of digital channels.
- Infrastructure Monitoring and System Support
 - Monitored containerized application environments using Kubernetes to maintain operational continuity.
 - Performed controlled restarts of Kubernetes clusters to resolve service interruptions and restore connectivity.
 - Supported system uptime through structured monitoring and incident response practices.

Merchant Services Officer

- Merchant Onboarding and Support
 - Onboarded new merchants onto POS, online payment and mobile payment platforms.
 - Guided merchants through setup, activation and integration of payment devices and digital payment solutions.
- Terminal and System Management
 - Coordinated the deployment, replacement and maintenance of POS terminals.
 - Conducted troubleshooting for device errors, network issues, declined transactions and connectivity failures.
- Transaction Monitoring
 - Monitored merchant transaction performance and worked to reduce downtimes or failed transaction rates.
 - Ensured proper settlement cycles, reconciliation accuracy and reporting.
- Risk, Fraud and Compliance
 - Identified suspicious merchant activity and escalated potential fraud cases.
 - Ensured merchants complied with card scheme rules, KYC requirements, and payment security standards.
- Collaboration and Process Improvement
 - Worked with IT, finance, and operations teams to strengthen merchant services workflows.
 - Provided feedback to improve payment products, APIs and merchant systems.

REFERENCES

Head of Digital Banking

Mr. W. Chakanyuka

Cell: + 263 77 288 7524

Email: wchakanyuka@metholdings.co.zw

Mr. B. Dube

Cell: +263 77 269 9555

Email: bdube@metbank.co.zw



MIDLANDS STATE UNIVERSITY



FACULTY OF BUSINESS SCIENCES

Bachelor of Commerce Honours Degree in Information Systems

We hereby Certify that

STANFORD TSAKANE SITHOLE

having completed the approved programme of study and having
satisfied the Examiners, has this day been admitted by Senate to the
Bachelor of Commerce Honours Degree in Information Systems in the

UPPER SECOND

Division



VICE CHANCELLOR

DATE: 17/12/2025

Gweru, Zimbabwe



REGISTRAR

CERTIFICATE 11812

MSU



ZIMBABWE SCHOOL EXAMINATIONS COUNCIL

ZIMBABWE GENERAL CERTIFICATE OF EDUCATION
AT ADVANCED LEVEL

This is to certify that the candidate named below sat the Zimbabwe General Certificate of Education Examination at Advanced Level and attained at least Grade E in the subject(s) named.

SITHOLE STANFORD T

050632 / 5114

EXAMINATION OF NOVEMBER 2021

THORNHILL HIGH SCHOOL

GCE ADVANCED LEVEL

COMPUTER SCIENCE
BUSINESS STUDIES
GEOGRAPHY

C (c) PASS
C (c) PASS
B (b) PASS

ADVANCED LEVEL PASSES RECORDED
AO LEVEL SUBSIDIARY PASSES RECORDED
ORDINARY LEVEL PASSES RECORDED
TOTAL PASSES RECORDED

THREE
ZERO
ZERO
THREE



Edias Mwenje

Professor Edias Mwenje
Chairman - ZIMSEC Board

Lazarus Nembaware

Doctor Lazarus Nembaware
Director - ZIMSEC

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For explanation of grades see overleaf

A/21/0080912



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ZIMBABWE SCHOOL EXAMINATIONS COUNCIL

ZIMBABWE GENERAL CERTIFICATE OF EDUCATION AT ORDINARY LEVEL

This is to certify that the candidate named below sat the Zimbabwe General Certificate of Education Examination at Ordinary Level and attained at least grade E in the subject(s) named.

SITHOLE STANFORD T

050632/3055

EXAMINATION OF NOVEMBER 2019

THORNHILL HIGH SCHOOL

COMBINED SCIENCE
ENGLISH LANGUAGE
SHONA LANGUAGE
COMPUTER SCIENCE
GEOGRAPHY
HISTORY
PRINCIPLES OF ACCOUNTING

NUMBER OF SUBJECTS RECORDED
NUMBER OF SUBJECTS GRADED C OR BETTER

C (c)
B (b)
D (d)
C (c)
A (a)
C (c)
C (c)

SEVEN
SIX

CERTIFIED
COPY OF THE TRUE ORIGINAL
COMMISSIONER OF OATHS

22 DEC. 2025

REV. S. ZINUMWE NCUBE
I.C. NO. 29-07215/29
CRIMINOLOGIST (RPL) - MINISTER OF RELIGION
72 - 811 ST. GWIRU. CELL: 0217 715 187



Edias Mwenje

Professor Edias Mwenje
Chairman - ZIMSEC Board



5698538



Doctor Lazarus Nembaware

Doctor Lazarus Nembaware
Director - ZIMSEC

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ZIMBABWE GENERAL CERTIFICATE OF EDUCATION AT ORDINARY LEVEL

This is to certify that the candidate named below sat the Zimbabwe General Certificate of Education Examination at Ordinary Level and attained at least grade E in the subject(s) named:

SITHOLE STANFORD T

050632/3039

EXAMINATION OF JUNE 2019

THORNHILL HIGH SCHOOL

COMBINED SCIENCE
MATHEMATICS
COMMERCE

D (d)

C (c)

B (b)

NUMBER OF SUBJECTS RECORDED

THREE

NUMBER OF SUBJECTS GRADED C OR BETTER

TWO

CERTIFIED
COPY OF THE TRUE ORIGINAL
COMMISSIONER OF OATHS
22 DEC 2025
REV. S. ZINUMWE Ncube
Minister of Education
CRIMINAL JUSTICE (DEPT. OF JUSTICE)
77, 3RD ST. GARDEN, CELL: 0217 715 187



Edias Mwenje

Professor Edias Mwenje
Chairman - ZIMSEC Board

5519403



Lazarus Nembaware

Doctor Lazarus Nembaware
Director - ZIMSEC

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See Countermark on reverse

041549



ZIMBABWE

A N° 141242

MINISTRY OF HIGHER AND TERTIARY
EDUCATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT

This is to certify that

STANFORD TSAKANE SITHOLE

has been awarded the

**NATIONAL FOUNDATION
CERTIFICATE**

in

COMPUTER OPERATIONS AND PACKAGES

on the **30TH** *day of* **APRIL** **2019**

Having satisfied the Examiners in the designated areas, and
is therefore entitled to the professional privileges and
responsibilities emanating therefrom.

Secretary for Higher and Tertiary Education,
Science and Technology Development

