

CHANCEMORE MATONHODZE

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Authorized to work in the U.S. — no sponsorship required • Available immediately • Remote-ready; experienced across time zones

SOLUTIONS ENGINEER | SOFTWARE IMPLEMENTATION | APPLICATION SUPPORT

Cloud-hosted and client-installed business software: implementation, configuration, data migration, integration, and support

SUMMARY

Implementation-focused engineer with 20 years delivering business software in exactly the shape most vertical-market products take: a client-installed Windows edition (Delphi, MS SQL) and a cloud web edition (PHP, JavaScript, MySQL) running in parallel and synchronizing to a central warehouse. Built a full SaaS platform and the operation around it, then served as its primary implementation and support resource: requirements discovery, configuration, scripted data imports and migration, testing, user training, go-live, and long-term diagnosis and debugging of software and configuration issues. Equally at home writing REST APIs and SQL as writing user documentation and running project calls with customers. Two decades of keeping detail-intensive, interdependent tasks moving to completion — because the customers were mine to keep.

CORE SKILLS

- **Implementation & delivery:** onboarding and go-live ownership, requirements definition and documentation, configuration, scripting, data imports and validation, UAT and knowledge transfer, user documentation and training materials, project coordination with internal and external teams
- **Languages & tools:** Delphi / Embarcadero RAD Studio (Object Pascal), PHP, JavaScript, HTML/CSS, Java, C++; RESTful API development and testing (JSON, XML, SOAP); reporting and BI-style query development
- **Databases & migration:** Microsoft SQL Server, MySQL/MariaDB, PervasiveSQL; database structures and schema design; data migration, mapping, deduplication, and reconciliation on multi-million-row datasets
- **Support & environments:** production support and root-cause diagnosis for cloud-hosted and client-installed applications; Windows Server and Linux; issue tracking, escalation, and SLA-driven customer communication
- **AI & ML:** daily use of AI assistants (incl. Claude) for data analysis (SQL review, profiling, reconciliation) and technical research — grounded in ML fundamentals (neural networks, model training/evaluation)

EXPERIENCE

Solutions & Implementation Engineer (Lead) / Full-Stack Developer | OmniSol — SaaS business-software company | 2011 – 2026

- **Built and delivered a dual-edition medical SaaS platform:** Windows client-installed (Delphi/RAD Studio + MS SQL) and cloud web (PHP/MySQL) editions synchronizing to a central warehouse — implemented at hundreds of subscribing organizations (offices, pharmacies, laboratories, insurers) who kept renewing for 10+ years.
- Acted as the primary implementation resource through onboarding and go-live: discovery, workflow mapping, configuration, scripted data imports from spreadsheets and legacy systems, validation, testing, training, and cutover.
- Provided service-level application support alongside implementation: diagnosed and debugged software and configuration issues in production, from user report through log and SQL investigation to fix and confirmation.
- Translated customer business requirements into technical specifications for reports, integrations, and product enhancements — then usually built them.
- Developed RESTful APIs and integrations (JSON/XML/SOAP) to payment systems, mobile applications, and third-party platforms; supported both API consumers and end users.
- Created the user documentation, training materials, and operating procedures customers relied on; trained 1,000+ users from receptionists to managers.
- Ran project and support calls as the subject-matter expert; coordinated detail-intensive, interdependent tasks across customer staff, internal team, and third-party vendors, across countries and time zones.

Developer / Systems Support Technician | Various employers and contracts, Zimbabwe | 2005 – 2011

- Business application development and support: web systems, Java middleware, database design, and enterprise integrations (SAP, Progress/OpenEdge).

EDUCATION & CERTIFICATES

- **B.Sc. Computer Science** — National University of Science and Technology, 2005; WES-evaluated as equivalent to a U.S. bachelor's degree (regionally accredited).
- **Data Science Bootcamp** — Udemy, 2026 • Languages: English (fluent), Shona (native)