

# Michael Zewdu Lemma

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## Profile Summary

I previously led diverse data collection projects across Addis Ababa, gathering retail, psychometric, and voice data to strengthen Kifiya's market insights and support AI model development. I transcribed Amharic voice recordings to fine-tune Wav2Vec models for conversational banking and analyzed banking and agricultural datasets to improve decision-making tools for smallholder farmers. I applied statistical analysis using Python to extract actionable insights from business data. I also managed workshop operations and procurement, collected and analyzed machinery performance data across Ethiopia, and supported partner communications, IT troubleshooting, and administrative tasks to ensure smooth business operations. Currently, I work as a Platform Manager at Kifiya, focusing on partner onboarding, training, and managing the PRM tool to support digital lending and credit scoring initiatives.

## Work Experience

### General Services /Sales Officer/Case Executive at Tsion Industrial Engineering and Metal Work Enterprise · Full

Location: Addis ababa

Responsibilities: In this role, I supervised workshop staff and managed procurement to ensure smooth machinery operations. I collected and analyzed performance data from customers nationwide to drive productivity improvements. I handled key operational and administrative tasks, liaised with partner companies, and ensured accurate communication between workshop and sales teams. Additionally, I provided transportation support and resolved IT issues to minimize downtime and maintain efficient business operations.

### Data Sourcing at Kifiya Financial Technology PLC (2024-07-01 - 2025-03-01)

Location: Addis ababa

Responsibilities: I led data collection projects across multiple sectors in Addis Ababa, gathering market insights on product trends and customer behavior. I sourced psychometric and voice recognition data from employees and researchers, and transcribed Amharic voice data to support AI model development for banking services. I encoded and analyzed banking datasets for data accuracy, processed agricultural data to aid smallholder farmers, and applied statistical analysis using Python to generate insights for business decision-making.

### Platform Manager at Kifiya Financial Technology PLC (2025-03-13 - )

Location: Addis ababa

Responsibilities: Currently I manage a digital platform that connects financial institutions with partner organizations to deliver inclusive lending products. I coordinate partner onboarding, training, and support, oversee PRM updates for smooth feature adoption, and collaborate across teams to enhance workflows and user experience. I monitor data quality to ensure accurate credit scoring and act as the primary support contact for partner inquiries and performance tracking.

## Education

### Bachelor's Degree in Business administration and information system

Institution: Addis ababa university | Dates: 2022-06-01 - 2024-06-13

Location: Addis Ababa university of commerce

**Certification/Online Courses in Programming Fundamentals**

Institution: Udacity | Dates: 2025-02-01 - 2025-04-15

Location: Online

**Certification/Online Courses in Data Analysis Fundamentals**

Institution: Udacity | Dates: 2025-03-01 - 2025-04-14

Location: Online

**Certification/Online Courses in Python Programming Fundamentals**

Institution: Addis ababa university | Dates: 2023-09-15 - 2023-12-02

Location: Addis ababa

**Skills & Tools**

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Communication, Operation management, Data sourcing (Collection), Sales and Marketing, Team Leadership....

**Languages**

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