Michael Ambrose Affare

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SUMMARY

I bring 8 years of experience as a data professional and cloud solutions architect, enabling digital transformation with the latest cloud (and now AI) technologies delivered to industry and security standards. I have led analytics initiatives end-to-end combining advanced data analytics expertise with product-management experience across various roles, to design secure, scalable systems that unlock actionable insights. As a collaborative, growth-minded teammate, I learn quickly, plan carefully, and turn messy data into practical solutions that improve decision-making, performance reporting, and process improvement to move businesses forward.

SKILLS

Languages   Python, SQL, Java
BI & Visualisation   Tableau, Power BI, Report Development, IT Automation
Databases   Oracle, Microsoft SQL Server, PostgreSQL, MongoDB, Redis, Neo4j, Cassandra
Cloud   AWS, (Glue, S3, EC2, Redshift, Athena), Azure, Databricks, Google Cloud Platform (GCP)
Data Processing   ETL, Data Warehouse, Data Modeling, CI/CD, Spark, Airflow, Generative AI Prompt Engineering, MCP, RAG

CERTIFICATIONS

Advanced Data Analytics Professional, Google	Aug '25
Business Intelligence Professional, Google	Jul '25
Security Analytics Professional (CySA+), CompTIA	Apr '25
Security+, CompTIA	May '24
Certified Solutions Architect - Associate, AWS	Oct '23
Certified Cloud Practitioner, AWS	Sep '23

PROFESSIONAL EXPERIENCE

Data Analytics Manager   Jun '23 — Present
Allegheny County Department of Human Services   Pittsburgh, United States
- Applied statistical analysis, data modeling, and data mining to structure raw data; supported $170M+/yr program decisions with insights.
- Increased client engagement by 40% by defining KPIs and building self-serve Tableau dashboards; instituted a monthly performance review with program leadership.
- Streamlined and automated ETL for 50+ providers; onboarded 20+ new partners and improved reporting reliability.
- Partnered with Machine Learning, Analytics, Technology & Planning teams to scope, prioritize, and deliver cross-functional initiatives.
- Introduced GitHub, Asana, and LLM tools; created onboarding training and data documentation; improved analyst efficiency and delivery velocity.
- Cut ad-hoc ticket volume by 35% and shifted analysts to reusable solutions by launching self-service reporting on the provider hub (Provider Connect), with curated data marts, role-based access (RBAC), and targeted training.

Application Support Analyst, Part-time   Apr '22 — Aug '22
FreshTrack Systems Limited   Boonah, Australia
- Delivered supply-chain and traceability software; improved visibility with SSRS/SSIS automation and Bold BI dashboards.
- Maintained 99.8% uptime by optimizing T-SQL and automating back-end operations; improved SLA adherence.

Senior Consumer Solutions Architect, IT Operations   May '17 — Jan '22
Airtel Ghana Limited (AirtelTigo)   Accra, Ghana
- Saved $150K by building an in-house web/mobile Distribution Management System (DMS) that replaced a vendor licensed software; reduced supply chain reconciliation time and cost of operations.
- Drove 5% MoM revenue growth by launching and commercializing digital products and bundles with marketing, finance, and network teams.
- Cut SIM-provisioning errors by 80% and saved $100K+ via process automation and controls; strengthened compliance and auditability.
- Increased Mobile Financial Services (ATMoney) adoption by 20% through product API integrations and improved customer journeys.
- Delivered Airtel–Tigo post-merger core-systems integration for all subscribers in 8 months, reducing post-merger operating costs by unifying IT platforms, consolidating technical assets, and migrating subscribers, by leading Agile project management, aligning C-level & technical stakeholders, and managing budget and schedule.
- Reduced mobile fraud by 60% and improved PII data quality to 98% by integrating the National Identification Authority API and automating KYC checks.
- Boosted Simbrella mobile-loan uptake by 400% via Facebook-integrated VAS API features and targeted campaigns.
- Improved uptime and KPI adherence by standardizing Linux/SQL workflows and applying infrastructure best practices.

EDUCATION

Master in Information Systems Management, Carnegie Mellon University   Aug '21 — May '23
                                                                                 Pittsburgh, United States
- **Highest Distinction Honors**
- **Graduate Teaching Assistant,** Database Management, Distributed Systems, and Telling Stories with Data Visualization
  - . Awarded 2023 ISM Most Outstanding TA for excellence.
- **Research Assistant**, Cloud Engineer, Block Center for Technology and Society
- **Student Consultant**, Projects and Internships with Estée Lauder, Yum Brands, Hubble.sh

Bachelor's degree in Computer Engineering, Kwame Nkrumah University of Science and Technology   Sep '12 — May '16
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