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 Servers, PostgreSQL, MongoDB, Redis, Neo4J, Cassandra
Cloud & Warehousing   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
                                          Kumasi, Ghana