

# Michael Ambrose Affare

+14129833254 ◇ aaffare@gmail.com ◇ <https://michaelfaffare.com/> ◇ <https://www.linkedin.com/in/michaelfaffare/>

## 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 Jul '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