Michael Ambrose Affare

+1 412 983 3254 | maffare@andrew.cmu.edu | www.linkedin.com/in/michaelaffare

EDUCATION

Carnegie Mellon University, CMU (Pittsburgh, PA)　　　　　　　　　　　**May 2023**
Master of Information Systems Management

Kwame Nkrumah University of Science and Technology, KNUST (Kumasi, Ghana)　　　**May 2016**
Bachelor of Science in Computer Engineering

CERTIFICATION

- IT Service Management, ITIL® Foundation Certificate
- Google IT Automation with Python Professional Certificate, Google
- Databases and SQL for Data Science, IBM
- Python 3 programming Specialization, University of Michigan

SKILLS

Programming Languages: Python, Java, JavaScript
Relational Database Management Systems: Microsoft SQL Server, MySQL, Oracle, SSRS, Bold Reports
Course Work: Distributed systems, Agile methods, Data Focused Python, Database Management, Digital Transformation, Financial Accounting, Telecommunications Management

WORK EXPERIENCE

AirtelTigo (Telecommunication Company, Information Technology Department) - Accra, Ghana

Consumer Solutions Architect　　　　　　　　　　　　　　　　　**May 2021 – August 2022**

- Analyzed customer business requirements and proposed new technical solutions or process improvements.
- Designed and implemented telecommunications products focused on data, voice plans, promotions, and campaigns.
- Maintained knowledge management assets such as writing software documentation, technical process documentation and source code version control.
- Debugged, optimized, and upgraded existing software and products.
- Represented the company at the national level during technical collaborations with the National Communication Authority (NCA) and National Identification Authority (NIA).
- Led the team of three engineers that integrated the Sim Registration Platform with the NIA identity verification API. This improved data quality and reduced fraud risk.

Business Solutions Architect　　　　　　　　　　　　　　　　　**October 2018 – May 2021**

- Implemented technical automations which improved business processes.
- Designed and developed a tailor-made Sales and Distribution Management System for sales and supply chain (with a team of three other engineers).
- Managed third-party integrations and partner interactions.
- Integrated Data Loan Service with Facebook for better visibility; this increased the monthly loan service revenue by 500%.

AWARDS

- Star Performer of the Month, AirtelTigo (December 2021)
- Overall Star Performer of the Month, AirtelTigo (February 2020)
- IT Star Performer Award, AirtelTigo (2019)
- STR (Simplicity, Transparency, Relevance) Excellence Award, AirtelTigo (2018)

OTHER EXPERIENCE

- Hubble.sh Limited, Adelaide, South Australia (*Data Scientist*, 2022)
- Freshtrack Systems Limited, Boonah, Queensland Australia (*Application Support Analyst*, 2022)
- Scape Waymouth Apartment, Adelaide, South Australia (*Resident Assistant*, 2022)
- OSTEC Limited, Accra, Ghana (*Application Support Engineer*, 2017 – 2018)
- Google Maps, Accra, Ghana (*Level 7 Local Guide with 10,000+ contribution points*, 2017 – 2021)
- Computer Engineering Department KNUST, Kumasi, Ghana (*Teaching Assistant*, 2016 – 2017)

LEADERSHIP

- Student Representative Council Secretary, CMU, Adelaide South Australia, 2022
- Team leader of the design team for the Pints blood donation app, Accra Ghana, 2020
- Founder of a free coding tutorial program for Junior High School students, Kumasi Ghana, 2017
- Computer Engineering Class Representative, KNUST, Kumasi Ghana, 2012 – 2016