Michael Ambrose Affare

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EDUCATION

Carnegie Mellon University, CMU (Pittsburgh, PA)   May 2023
Master of Information Systems Management, GPA – 3.79/4.33
<u>Highlighted Courses</u>*: Agile methods, Digital Transformation, Financial Accounting, Geographic Information Systems, Cloud Security*

Kwame Nkrumah University of Science and Technology, KNUST (Kumasi, Ghana)   May 2016
Bachelor of Science in Computer Engineering, GPA – 3.45/4.00

SKILLS

Programming Languages: Python, Java
Database Technologies: Microsoft SQL Server, Oracle, MySQL, SSRS, Bold Reports, MongoDB
Tools: Git, Tableau, Flourish, Linux OS, ArcGIS PRO, Matterport, Brand Watch, Jira, Docker, AWS
Certifications: *Databases and SQL for Data Science* by IBM (December 2020), *Python 3 Programming Specialization* by University of Michigan (August 2020), *Google IT Automation with Python Professional Certificate* by Google (August 2020), ITIL® Foundation Certificate *in IT Service Management* (September 2019)

WORK EXPERIENCE

Carnegie Mellon University, Heinz College of Information Systems and Public Policy – PA, USA   August 2022 – Present
Teaching Assistant for masters level Database Management, Distributed Systems, and Telling Stories with Data
- Graded assignments, held office hours clarifying concepts to students, and facilitated laboratory sessions.

Hubble.sh – Adelaide, South Australia   June 2022 – July 2022
Data Scientist (Intern)
- Developed a python/Selenium script that automatically gathered over 500+ contact information of potential clients.
- Prototyped an interactive three-dimensional model of a building that was used as an energy efficiency visualisation tool.

FreshTrack Systems Limited – Queensland, Australia   April 2022 – August 2022
Application Support Analyst
- Analyzed the fresh food supply chain stakeholders' requirements and designed effective problem-solving technical solutions.
- Developed automated reports using MS SQL and effective visualisations that were used by distributors for daily operations.

AirtelTigo (Telecommunication Company, Information Technology Department) – Accra, Ghana
Consumer Solutions Architect   May 2021 – August 2022
- Analyzed customer business requirements and proposed appropriate technical solutions or process improvements.
- Designed and implemented telecommunications products focused on data, voice plans, promotions, and campaigns.
- Maintained knowledge management of software and technical documentations, including code version control.
- Debugged, optimized, and upgraded existing software and products to improve the quality-of-service.
- Represented the company at the national level during technical collaborations with the National Communication Authority (NCA) and National Identification Authority (NIA).
- Integrated the Sim Registration Platform with the NIA identity verification API that improved data quality and reduced fraud risk by 60% (with a team of four engineers).

Business Solutions Architect   October 2018 – May 2021
- Implemented technical automations (e. g. the paperless approval web portal) which improved business processes.
- Designed and developed a tailor-made Sales and Distribution Management System and CRM for sales and supply chain (with a team of four engineers).
- Managed third-party REST API integrations and partner interactions that expanded the utility of business products.
- Integrated Data Loan Service with Facebook for better visibility that increased the monthly loan service revenue by 500%.

AWARDS

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

OTHER EXPERIENCE

- *Level 7 Local Guide with 10,000+ contribution points* at Google Maps, Accra, Ghana   October 2017 – Present
- *Social Media Sentiment Analyst* on ESG and Pricing for Yum! Brands (KFC, Taco Bell), Pittsburgh   August 2022 – December 2022
- *Resident Assistant* at Scape Waymouth Apartment, Adelaide, South Australia   May 2022 – August 2022
- *Application Support Engineer* at OSTEC Limited, Accra, Ghana   2017 – October 2018

LEADERSHIP

- *Vice President* of Heinz College Finance Club, CMU, Pittsburgh   August 2022 – December 2022
- *Team Leader* of CMU Heinz Finance Society-Credit Suisse Workshop, New York   October 2022
- *Secretary* of Student Representative Council, CMU, Adelaide South Australia   February 2022 – August 2022