Michael Ambrose Affare

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EDUCATION

Carnegie Mellon University   May 2023
Master of Information Systems Management
Kwame Nkrumah University of Science and Technology   May 2016
Bachelor of Science in Computer Engineering

SKILLS

Programming Languages: SQL (T-SQL, PL/SQL), Python (Pandas, NumPy, MapReduce, Selenium), Java, AI prompt Engineering
Databases: Microsoft SQL Server, Oracle 11g / 21g, MySQL, MongoDB, Redis, Cassandra, Neo4j, Spark, Teradata, Redshift, DynamoDB
Skills: Tableau, Power BI, SSRS, Postman/SoapUI, Object-Oriented Programming, Git, Linux OS, Azure, JIRA, Docker, AWS (S3, EC2, RDS), Google Cloud, Project Management, Restful API integration & development, Processing Structured & Unstructured Data
Certifications: ITIL® Foundation Certificate, AWS Certified Cloud Practitioner, Neo4j Certified Professional, Google IT Automation with Python Professional Certificate by Google, Databases, and SQLfor Data Science by IBM

WORK EXPERIENCE

Great Lakes Behavioral Research Institute – Pittsburgh, USA   June 2023 – present
Analytics Manager (Full-time)
- Led a team of three data analysts to provide data analytics services using SQL, Tableau, Python, and R to develop service metrics and client demographics dashboards for Education, Family Strengthening, and Preventive Services to enhance program performance assessments; Consulted for the Department of Human Services at Allegheny County.
- Led a department-wide digital transformation effort to optimize project management, data, and code documentation with Git version control to enhance process efficiency within the Analytics Technology and Planning unit.
- Managed county-wide data integrations between 30+ service providers and the Department of Human Services.

Carnegie Mellon University, Heinz College of Information Systems and Public Policy – Pittsburgh, USA   August 2022 – May 2023
Graduate Teaching Assistant & Research Assistant (Part-time)
- Facilitated lab sessions, graded assignments/quizzes, and held office hours to explain concepts to graduate students.
- Led teams as Head TA for Database Management (Fall 2022), Head TA for Distributed Systems (Spring 2023), and TA for Telling Stories with Data Visualization (Spring 2023): Received the "ISM Outstanding Teaching Assistant Award" (2023)
- Implemented the system design and deployment of the Workforce Insight Tool unto AWS. This tool was part of a research effort that analyzed job mobility and skill transferability to help address job displacement and skills demand for recruiters and policymakers. Research Assistant, Block Center for Technology and Society (2023)

FreshTrack Systems Limited – Queensland, Australia   April 2022 – August 2022
Business Intelligence/Application Support Analyst (Part-time)
- Developed insightful BI reports and financial analyses for fresh food supply chain stakeholders (farmers, distributors, retailers) using Power BI, T-SQL, SSRS, and Bold BI, applying statistical analysis and forecasting after gathering requirements from internal and external stakeholders. This provided insights to stakeholders and improved business processes.

AirtelTigo (Airtel Ghana Limited) – Accra, Ghana   October 2018 – August 2022
Senior Business Solutions Architect: Analyst (Full-time)
- Led cross-functional technical teams and analyzed business requirements to design appropriate strategies and prioritize solutions. Presented and explained analysis and technical solutions to executives and internal stakeholders in a simple and easy-to-understand manner to drive business innovation and produce competitive airtime/data products for customers.
- Implemented end-to-end telecommunications products based on identified trends and fast-changing market movements.
- Developed a custom Sales-Distribution Management/Inventory System and associated reports for sales and supply chain using T-SQL, and SSRS, exhibiting experience in data manipulation languages and creating queries for data warehousing.
- Recognition: Star Performer (12/2021, 02/2020, 12/2019); Simplicity, Transparency, Relevance Excellence Award (12/2018)

OSTEC Limited – Accra, Ghana   May 2017 – October 2018
Senior Applications & Data Support Analyst (Contract)
- Maintained and monitored the business system and database of Millicom Ghana Limited ensuring an availability KPI of over 99.8%, indicating proficiency in interacting with various database and file storage systems. Created new KPI metrics.

PROJECTS

CMU MISM Degree and US Job Market Analytics - Data Visualization Project, CMU, USA   October 2022 – November 2022
- Visualized the Master of Information Systems Management program's historical student employment records from 30+ PDF documents to share insights for career services (https://bit.ly/mismjobs)

Automation of Data Collection for leads' contact information, Hubble.sh, Australia   June 2022 – July 2022
- Developed an automated Python data pipeline that scraped data from over 500+ company websites (and verified company registration against Australian Business Registry API) to create a contact information report of potential clients in Adelaide. This improved B2B engagement, resulting in a 20% increase in conversion.

Telecommunications Companies Customer Registration Database Project, AirtelTigo, Ghana   November 2021 – August 2022
- Developed and optimized the customer registration database to meet regulatory requirements by normalizing.

LEADERSHIP

- Vice President, Heinz College Finance Club, CMU, Pittsburgh   August 2022 – May 2023