Fikremichael Mamo

Data Analyst and BI Professional

Email: hello@fikremichael.com | **Phone:** +251945186004 | **LinkedIn:** Linkedin.com | **Portfolio:** fikremichael.com

Summary

Operations and data professional with experience managing large datasets, tracking workflows, and providing insights to support decision-making. I maintain over 1,000 recruitment records, resolve data issues, and prepare reports using Excel and BI tools. As I advance my data analysis career, I offer strong analytical skills, attention to detail, and a practical business approach.

Education

Information Technology
Arab Open University, Khartoum — October 2022 – October 2023
Studies interrupted due to conflict

Skills

Communication & Customer Service
Verbal Communication | Written Communication | Active Listening | Customer Inquiry Management | Professional Phone Etiquette | Multilingual Support (English, Arabic, Amharic)

Technical Proficiency
Excel | SQL | Power BI | Python | Git & GitHub | Microsoft Office Suite | Google Workspace | HubSpot | Data Management | Documentation Systems

Experience

Recruitment & Operations Assistant
Afro Talent Agency, Addis Ababa — February 2025 – Present

- Manage and maintain worker databases using Google Sheets and Excel, ensuring data accuracy across 1000+ records
- Track candidate progress through multiple workflow stages (screening, submission, approval, deployment)
- Communicate with workers and stakeholders to gather information and provide status updates
- Prepare weekly and monthly operational reports for management review
- Respond to inquiries and resolve data discrepancies in a timely manner

Administrative Assistant (Office Operations)
GIZ, Khartoum — September 2019 – October 2023

- Managed high-volume internal and external communication for international development projects
- Coordinated scheduling, meeting documentation, and follow-up actions across multiple time zones
- Served as primary point of contact for the office, handling inquiries from diverse stakeholders
- Organised cross-functional communication between departments and partner organisations
- Maintained professional correspondence standards and ensured timely response to requests
- Supported resource coordination and logistics for international project teams