MANASSE EHAMBE WETSHI

Data Analyst | LLM Prompt Engineer | Entrepreneur

Contact No: +91 85-273-86-949

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1. PROFILE

A highly dedicated and results-oriented professional with a demonstrated history of success in data analysis, LLM prompt engineering, and client support, complemented by entrepreneurial experience in digital marketing and education consulting.

Possesses a strong aptitude for quickly mastering new processes and consistently delivering tasks on time. Native fluency in **French and professional proficiency in English**.

2. CORE COMPETENCIES

A. **Data Analysis:** SQL, Python (Basic), Excel (Advanced), Data Visualization (Tableau, PowerBI), Statistical Analysis, Audio Quality Assessment.

B. **LLM Prompt Engineering:** Expertise in crafting effective prompts for various LLMs (e.g., ChatGPT, Bard)
C. **Client Support & CRM:** Salesforce, Zendesk, Intercom, Slack, Customer Relationship Management
D. **Languages:** French (Native), English (Professional Proficiency)

Business Acumen: Project Management, Digital Marketing, Quality Assurance, Team Leadership, Business Strategy, Operations Management, Client Acquisition, Program Development, Student Counselling, University Partnerships

3. EDUCATION

A. **Stratford University, USA (India Campus)**
- Master of Business Administration (MBA) in Finance GPA: 3.1| 2018 Graduation
- Bachelor of Business Administration (BBA) | 2012 – 2016 | GPA: 3.0

Relevant Coursework: Business Strategy, Marketing Management, Financial Accounting, Operations Management, Data Analysis, Corporate Finance, Investment Analysis, Financial Modelling.

4. CERTIFICATIONS

- Digital Marketing with Coursera: A google certification program
- Project Management With Coursera: (Google Certified)
- Business Analytics (Google Certification in Progress)
- IT Support with Coursera (Google certified Module 1)

5. PROFESSIONAL EXPERIENCE

A. **Turing Company (USA)** | Remote, LLM Prompt Engineer & Data Analyst | 2023 – 2024

- Spearheaded the creation of LLM prompts for diverse applications, resulting in a measurable improvement in response accuracy.
- Conducted in-depth data analysis using SQL to extract actionable insights that informed business decisions.
- Provided high-quality client support, addressing complex issues and cultivating strong client relationships.
- Collaborated with cross-functional teams to optimize LLM performance and integrate AI solutions into existing workflows.

B. HYPERQUALITY GURGAON

- Team Leader | Audio Quality Assessment | 2018-2023
- Led a team of audio quality assessors, ensuring adherence to stringent quality standards.
- Developed and implemented quality control processes, resulting in a 15% improvement in audio quality scores.
- Trained and mentored new team members, fostering a collaborative and productive work environment.
- Analysed audio data to identify trends and patterns, providing valuable feedback to the development team.

C. EASY TECH (TECH VEDICT INDIA PVT)

- French Expert (Quality & Monitoring) & Team Leader | 2016 – 2018
- Oversaw the French Quality Department, ensuring the delivery of exceptional service and customer satisfaction.
- Conducted live call monitoring and provided constructive feedback to agents, leading to a 25% enhancement in call quality.

- Delivered live customer support via phone and chat, resolving inquiries and consistently exceeding customer expectations.
- Drove second-voice sales initiatives, consistently achieving and surpassing established sales targets.
- Led and mentored a team of 10+ agents, fostering a collaborative, high-performance work environment.

6. ENTREPRENEURIAL EXPERIENCE

A. **DIGIRANGE LLC (USA),** EIN**: 83-2081285**,
   Title: founder & Owner | 2019 – Present

Founded and currently leads a digital marketing company specializing in:

- Digital content creation
- Hosting and domain services
- Web design and development
- Application development

Responsible for overall business strategy, day-to-day operations, client acquisition, and revenue growth.

Successfully acquired and managed a diverse portfolio of clients across various industries.

Business Contact Info:

Website: www.digirangellc.org

Email: info@digirangellc.org

B. **APHORIZONS** (Under Congolese Community of India Association)
   Title: Founder & Director

Established and manages a venture that offers Advanced Placement (AP) courses and provides comprehensive admission guidance to students seeking placement in top-tier universities in England, Australia, Canada, and India.

Responsible for program development, student counselling, establishing and maintaining university partnerships, and ensuring student success.

Developed a strong network of partner universities and successfully placed numerous students in their desired programs.

Business Contact Info:

Website: www.aphorizons.org

Email: info@aphorizons.org

7. PROFESSIONAL DEVELOPMENT
- Completed numerous Coursera courses in areas such as Advanced Data Analysis, Machine Learning, and AI for Business.
- Actively participate in industry conferences, webinars, and online communities to remain at the forefront of advancements in AI, data science, and digital marketing.

8. LANGUAGES
- **French:** Native Proficiency
- **English:** Professional Proficiency

9. HOBBIES
- Fitness (Gym)
- Reading (Business, Technology, and Science)
- Continuous Learning (Coursera Certificates)

I, **MANASSE EHAMBE WETSHI**, hereby certify that all the information above is accurate, verifiable, and up to date