Anini Amoakon

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Summary

Bilingual IT professional experienced in both senior IT analysis and data analysis roles. With a strong Computer Science background, I deliver impactful results through technical and data analysis, driven by innovative technology solutions. Over four years of experience in client support and operational efficiency optimization. Dedicated to continuous learning and collaboration.

Work Experience

Wealthsimple, Toronto — Client Associate - High Net Worth Clients   03/2021 - Present

- Delivers top-tier service to high-net-worth clients, maintaining a solid 87% CSAT since early 2023. Swiftly identifies and addresses any dips in satisfaction, largely product-related, ensuring a continuous drive for service excellence.

- Identified and addressed low engagement with promo registration, resulting in a targeted marketing strategy that significantly increased client conversions.

- Established an efficient process for delivering account confirmations to clients via mail, enhancing communication and ensuring client satisfaction.

- Leveraged CRM tools and Spreadsheets to provide high-net-worth clients with detailed, actionable reports, empowering them to make informed investment decisions.

- Collaborated cross-functionally to troubleshoot technical and operational challenges, utilizing tools like JIRA and Periscope for effective problem resolution.

IG Wealth Management, Winnipeg — Senior Information Technology Analyst   12/2018 - 03/2021

- Successfully managed various projects, including the organization's transition to Digital Signature with DocuSign, Operating system migration (Windows 7 to 10), Citrix migration (Virtual Desktop), CRM migration (Transition to Salesforce), MDM and Domain migration (investorsgroup.com to ig.ca).

- Provided comprehensive technical support to over 3200 IG Advisors and their clients, addressing software and hardware-related inquiries in a Windows 7 & 10 environment after conducting root cause analysis.

- Proficient in creating and maintaining detailed technical documentation for internal team members and end-users. Implemented a streamlined documentation process, resulting in a 20% reduction in support ticket escalations.

- Empowered and led a team of 10 to elevate technical skills through targeted training, driving increased proficiency and productivity

- Maintained data security and compliance with industry standards.

Skills

- End User Technologies
- Technical troubleshooting and problem-solving
- Coding (HTML,Python, CSS)
- Communication and stakeholder management
- Creative thinking and life-long learning
- Resilience, flexibility and leadership
- Communication and stakeholder management
- Cloud administration (Azure and GCP)
- Technical documentation
- Systems analysis
- Network administration
- Data Analysis (Query, Analysis, Visualisation)

Technology Stack

- OS Windows 7, 10 and 11
- Office 365 | GSuite
- Microsoft Azure
- MDM: Microsoft Intune | Airwatch | BB Watch
- Citrix | Virtualbox | VMware
- Tableau | Jupyter Notebook
- IAM CheckPoint | Active Directory | Okta
- LAN | WAN | VPN
- MS Teams | Slack | Zoom
- Zendesk | ServiceNow
- JIRA Atlassian
- SQL Server | Spreadsheets
- Salesforce

Certificates

- Data analysis with Python - FreeCodeCamp
- Google Data Analytics - Coursera
- ITIL Foundation V4 - AXELOS
- SQL - Codecademy
- Python 3 - Codecademy
- SQL Bootcamp - Wealthsimple

Education

Computer Science Diploma
- Université de Saint-Boniface, Winnipeg, Canada
- Aug 2016 - Jun 2018, Graduation year 2018
- Award of Academic Excellence 4.30 GPA

Advanced Technical Diploma - Network and Telecommunication
- Ecole Supérieur de Technologie, Abidjan, Côte d'Ivoire
- Oct 2013 – May 2016, Graduation year 2016
- Top academic rank in class

Interests: soccer lover, engineering documentaries, exploring diverse cultures and landscapes bring me joy!

References available upon request