

ANINI AMOAKON

Contact

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Skills

- End User Technologies
- Technical troubleshooting and problem-solving
- Data Analysis
- Spreadsheet | SQL
- IT infrastructure and network
- Programming languages (HTML, Python, CSS)
- Communication and stakeholder management
- Cloud computing and virtualization
- Financial Services

Summary

Innovative and solutions-oriented Information Technology professional with over four years of experience working in numerous facets of IT, relationship and technical project management in the financial industry. Aspiring for a career that places me in a challenging position with a fast-paced learning environment for developing my technical and Interpersonal skills. Fully bilingual in English and French.

Experience

2021 - Present

High Net Worth Client Associate Wealthsimple

- Utilize CRM tools and Google Sheet to generate detailed reports in CSV or PDF formats, delivering valuable insights to high-net-worth clients and facilitating informed investment decisions.
- Collaborate with software engineers and the portfolio management team to troubleshoot and resolve technical issues related to investment portfolio display and earnings. Leverage JIRA and Periscope to coordinate problem-resolution efforts effectively.
- Demonstrate expertise in assisting clients with registered and non-registered accounts operations utilizing CRM tools and JIRA.
- Provide exceptional experience to high-net-worth clients by promptly and effectively addressing their unique needs.
- Assist clients with questions relating to investments and finances and stock trading and other wealthsimple products.
- Stay up-to-date on industry trends, regulations, and best practices by reading publications, training, and leveraging networks.

Known Technology

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

Certificates

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

References

Available upon request

Senior IT Analyst IG Wealth Management

2018 - 2021
Top IT Analyst 2019

- 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), and Mailbox migration (investorsgroup.com to ig.ca), and others.
- Provided comprehensive technical support to IG consultants and clients, addressing software and hardware-related inquiries in a Windows 7 & 10 environment after conducting root cause analysis
- Served as the Knowledge Base Administrator, overseeing and managing content for internal team members and end-users with keen attention to detail.
- Provided team members with training opportunities to improve technical knowledge and skillset.
- Collaborated closely with cross-functional teams, including system analysts, network engineers, and vendors, to deliver prompt and effective solutions during and outside of system outages.
- Ensured compliance with industry standards, regulations, and best practices for IT operations and data management, leveraging technical experience to maintain the highest levels of data security and integrity

Education

Computer Science - Diploma Université de Saint-Boniface

2016 - 2018

- Award of Academic Excellence 4.30 GPA

Technical Diploma - Network & Telecommunication Ecole Supérieur de Technologie

2013 - 2016

- Top academic rank in class