

# ANINI AMOAKON

## Contact

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### Phone

+1 204 962 3401

### Email

johnsangora@gmail.com

### LinkedIn

[/in/Anini-Amoakon](#)

### Projects

<https://anini-a.github.io/web/>

Willing to relocate

## Skills

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- 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

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I'm a versatile professional, experienced as both a senior IT analyst and junior data analyst. With a solid Computer Science background, I'm dedicated to delivering compelling results through technical and data analysis using technology-driven solutions.

Fully bilingual in English and French.

## Experience

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**High Net Worth Client Associate**  
**Wealthsimple**

**2021 - Present**

- Delivering top-tier service to high-net-worth clients, maintaining a solid 87% CSAT since early 2023. Any dips in satisfaction, largely product-related, are swiftly identified and addressed, ensuring a continuous drive for service excellence.
- Collaborate with software engineers and the portfolio management team to troubleshoot and resolve technical and non-technical issues related to accounts and investment portfolios. Leverage JIRA and Periscope to coordinate problem-resolution efforts effectively.
- Utilize CRM tools and Google Sheets to generate detailed reports in CSV or PDF formats, delivering valuable insights to high-net-worth clients and facilitating informed investment decisions.
- Demonstrate expertise with registered and non-registered accounts operations (Non-registered, RRSP, TFSA, LIRA, RRIF/LIF).
- Assist clients with questions relating to managed investments, equities trading, and other Wealthsimple product offerings.
- 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 | Spreadsheets
- Tableau | Jupyter Notebook
- Salesforce

## Certificates

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

## References

Available upon request

## Senior Information Technology 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).
- 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, ensuring clarity and accuracy in all content. Implemented a streamlined documentation process, resulting in a 20% reduction in support ticket escalations.
- Empowered and led a team of 5 to elevate technical skills through targeted training, driving increased proficiency and productivity
- Aligned cross-functional teams for swift solutions during system outages.
- Maintained data security and compliance with industry standards.

## Education

### Computer Science 2018 Université de Saint-Boniface

- Award of Academic Excellence 4.30 GPA

### Technical Diploma - Network & Telecommunication 2016 Ecole Supérieur de Technologie

- Top academic rank in class