

Anini Amoakon

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Summary

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

Work Experience

Wealthsimple, Toronto — Client Associate

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

12/2019 - 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 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. 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
- Maintained data security and compliance with industry standards.

Skills

- End User Technologies
- Technical troubleshooting and problem-solving
- Data Analysis (Query, Analysis, Visualisation)
- Coding (HTML,Python, CSS)
- Communication and stakeholder management
- Cloud administration (Azure and GCP)
- Technical documentation
- Systems analysis
- Network administration

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
- Graduation year 2018
- Award of Academic Excellence 4.30 GPA

Advanced Technical Diploma - Network and Telecommunication

- Ecole Supérieur de Technologie, Abidjan, Côte d'Ivoire
- Graduation year 2015
- Top academic rank in class

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

References available upon request