

ANINI AMOAKON

Contact

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Projects

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

Willing to relocate

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

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

High Net Worth Client Associate Wealthsimple

2021 - Present

- 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 accounts and investment portfolios. Leverage JIRA and Periscope to coordinate problem-resolution efforts effectively.
- Demonstrate expertise with registered and non-registered accounts operations.
- Provide exceptional experience to high-net-worth clients by promptly and effectively addressing their unique needs.
- 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
- 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 Technical Support Engineer 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 based, 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 Université de Saint-Boniface

2018

- Award of Academic Excellence 4.30 GPA

Technical Diploma - Network & Telecommunication Ecole Supérieur de Technologie

2016

- Top academic rank in class