

Sasha Njini

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PROFESSIONAL EXPERIENCE

Digital Program Manager | Specialist, GLP

July 2021 – Present

Bell Canada

Montreal, QC

- Drive the implementation of the Red Alerts Pilot Program for eChat to target unsatisfied customers with low NPS, CSAT and Resolution scores, and improve customer loyalty & retention
- Engage cross functional teams and senior management to ensure alignment and progress of eChat reporting
- Conduct research and qualitative & quantitative analysis to build compelling business cases for executive support and approval for eChat enhancements intended to improve customer experience

Digital Space Specialist

Jan 2021 – May 2021

Global Business Consulting Services Group

Remote | Calgary, AB

- Restructured the invoicing system by implementing an automated invoicing process for the company
- Introduced a learning management system (LMS) to centralize training and onboarding operations
- Enhanced company's online presence to ensure services are effectively communicated to target clients

Web Developer

Sept 2020 – Jan 2021

The McGill Tribune

Montreal, QC

- Developed and designed creative stand-alone WordPress websites for news articles/features each week
- Lead content management system (CMS) process improvements to maintain performance of website
- Upgraded the design, usability and content of the websites to attract users and increase traffic by ~20%

Software Engineer

Jan 2020 – Jan 2021

McGill Neurotechnology Group (MENTAL)

Montreal, QC

- Collaborated in a team environment to build an electromyography interface to AR wearable device
- Acted as the liaison between the Software team and the Product Designer to achieve the best UI/UX
- Condensed research and project processes to co-author research paper, which was accepted by the 2020 IEEE International Conference on Systems, Man and Cybernetics (SMC)

Information Technology Intern

May 2019 – Sept 2019

Manitoba Hydro

Winnipeg, MB

- Reduced report production time by 40% by building an Excel VBA data processing automation script
- Independently designed, developed and delivered the PM departments internal SharePoint sites
- Created support document to enable user community to leverage system features of company software

EDUCATION

B.A. Computer Science

2017 – 2021

McGill University

Montreal, QC

- Minor in Environment
- Awards: CAN-CWIC Scholarship Recipient, Tomlinson Engagement Award for Mentoring
- Co-President of McGill Women in Computer Science (McWiCS): 2019 – 2021

TECHNICAL SKILLS

Web: HTML, CSS, JavaScript, WordPress, SharePoint

Programming: Java, C/C++, C#, Excel VBA

Design: Adobe Creative Cloud, Canva, Figma