Bruno Akune

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Skills and Proficiencies

- Utilize Excel to create pivot tables that enable better data exploration.

- Design interactive datasets in Tableau.

- Use SQL to store and pull desired data from databases.

- Graphic Skills to design infographics, reports and presentations.

EXPERIENCE

Customer Service Associate   Present - May 2023
Marshalls, Ontario, Canada
Assist customers, maintain an organized inventory, and accurately process transactions and input customers into the company database.

- Maintain and update customer records, ensuring data integrity and confidentiality.

- Demonstrate excellent time management abilities to meet tight deadlines and complete tasks promptly.

- Proactively identify and resolve data discrepancies, working diligently to maintain data accuracy.

- Provide exceptional customer service by responding promptly to inquiries related to data entry matters.

Student Research Assistant   Sept 2021 - May 2022
Centre for Elder Research(CER), Oakville, Canada
Contracted to support the research and development of a health tech product. Utilized Excel to create research databases contributing to the project's strategic planning.

- Involved in multiple data entry fields about caregivers, companies and employees in Excel databases.

- Developed the Excel database that stores 120+ articles saving hours of weekly manual work.

- Designed 2 surveys for 200+ caregivers to recruit users for interviews and gather quantitative data.

- Wrote 2 research proposals articulating the research's impacts that garnered senior management's praise and advanced the project to the development phase.

SKILLS

TECHNICAL SKILLS
Tableau
SQL
Excel

TOOLKIT:
Adobe Creative Cloud
HTML/CSS
Figma
JavaScript

METHODOLOGIES:
User-centred Design
SCRUM
Agile

EDUCATION
Bachelor of Interaction Design
Sheridan College • 2018 - 2022

Visual and Creative Arts Diploma
Sheridan College • 2016 - 2018

ACHIEVEMENTS
IxD Year End Show - Speaker
2020 Adobe College + Activision
Creative Jam - Finalist

LANGUAGES
English - Fluent
Portuguese - Native

UX Researcher Apprentice   Jan 2023 - Nov 2022
Tech Fleet
Researched the LGBTQ+ community to assist in developing and implementing research to evaluate the usability and effectiveness of a virtual community to address violence towards minorities.

- Utilized Notion and Slack to collaborate with cross-functional teams to realize timely tasks.

- Conducted surveys and in-depth interviews to identify customer needs and trends and recommend process improvements.

- Communicated clear and thorough specifications to the design and product team responsible for maintaining the design systems.