

Laetitia Dongmo

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Education

Algonquin College

September 2020 - August 2023

- [Computer Engineering Technology-Computing Systems](#) Co-op Opt.
- Dean's Honors List

University of Waterloo

September 2016 - April 2020

- Bachelor of Science
- Double minor in French and Biology

Skills

- Fluent in French and English, proficient in Spanish.
- Strong communication, with a logical and critical approach to problem-solving skills.
- Experienced in product management, business intelligence and data visualization.
- Proficient in Salesforce, WordPress, Drupal, Wix, SharePoint and Figma.
- Skilled in Java, SQL, HTML5, PHP, CSS3, ASP.NET CORE, and JavaScript.

Experience

Customer Relations Specialist

Canada Life

May 2024 - present

- Effectively troubleshoot and resolve digital service inquiries.
- Collaborate with cross-functional teams to enhance client experience.
- Maintain high service standards while managing multiple priorities.

Computer Programmer

SeCan, Kanata

April 2022 – March 2024

- Managed CRM software and Drupal website to optimize business operations.
- Conducted business process analysis and seed performance using Google Analytics, supporting informed business decisions and identifying areas of optimization.
- Developed and maintained BI dashboards to improve operational performance and support business decisions.
- Led UI/UX improvements using Figma & facilitated stakeholder collaboration.

Web Developer Intern

Algonquin College, Ottawa

September 2021 - December 2021

- Developed WordPress and SharePoint sites solutions aligned with business needs.
- Created wireframes and prototypes to improve user engagement.
- Collaborated closely with project stakeholders to gather requirements and refine website designs.

Program Coordinator

Adventure4Change, Waterloo

March 2021 - August 2021

- Managed mentorship program, onboarding and mentor matching.
- Led training sessions, tracked budgets, and organized community events.

Projects

- **Website Design (Personal, 2021 - Present):** Developed and maintained interactive sites on Wix & WordPress
- **Final Year Project (2023):** Led product road mapping & agile sprints for an ASP.NET/C# project for marketplace place for teachers and educators, using Figma for UI/UX design.
- **Writer/Director, UW African Student Assoc. (2019-2020):** Wrote & directed a play, recruiting and managing a production team.

Certificates and Professional Development

WordPress and Drupal Certifications - LinkedIn