

## CONTACT DETAILS

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 +420722149417

 Komenskeho 662, Rožmitál pod  
Třemšínem 26242, Czech  
Republic

## SKILLS

**Self motivation - Expert**  
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**Communication skills - Expert**  
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**Work Ethic - Expert**  
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**Organizational ability - Expert**  
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**Leadership - Expert**  
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**Presentation skills - Expert**  
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**Teamwork - Expert**  
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**Data analysis - Skillful**  
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**Java - Skillful**  
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**JavaScript - Skillful**  
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**SQL - Skillful**  
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**MongoDB - Skillful**  
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**React - Skillful**  
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**Python - Skillful**  
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**EDI - Electronic Data Interchange - Basic**  
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## LANGUAGES

**French - Advanced (C1)**  
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**English - Advanced (C1)**  
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## ADDITIONAL INFORMATION

<https://ritish22.github.io/Ritish-Resume/>

# Ritish Jolicoeur

## About me

With over a decade in risk management, customer support, and logistics, I am a strategic professional dedicated to operational excellence and innovation. My extensive experience in order management and application support empowers me to deliver impactful solutions and drive efficiency. With a deep understanding of both technical and operational domains, I adeptly tackle complex challenges and guide organizations toward sustained success and growth.

## Work experience

MAR 2023 - Currently

### Senior Account Owner

ABinBev, Prague, Czech Republic

As an Account Owner in logistics, I optimize supply chains to enhance efficiency and cost-effectiveness. I oversee client accounts, manage orders, and develop tailored logistics solutions. My role includes analyzing data, negotiating costs, and managing risks while maintaining strong client relationships.

#### Key Responsibilities:

- **Client Relationship Management:** Sustain and improve client relations through effective communication and issue resolution.
- **Supply Chain Optimization:** Enhance processes to increase efficiency and reduce costs.
- **Customized Solutions:** Implement logistics solutions tailored to client needs.
- **Data Analysis:** Track KPIs and analyze data using Microsoft Excel for insightful reporting.
- **Cost Management:** Negotiate and manage costs while ensuring high service quality.
- **Order Management:** Handle orders via EDI and coordinate with the EDI team to resolve issues.
- **Transport Planning Coordination:** Ensure timely order delivery through strong coordination with the transport planning team.

MAR 2022 - MAR 2023

### Order Management Senior Specialist

ABinBev, Prague, Czech Republic

- Processed exceptions and customer service requests effectively.
- Served as a point-of-contact for billing issue resolution.
- Identified recurring problems and proposed preventive solutions.
- Enhanced process flows and created/restructured reports.
- Managed the Return process.

MAR 2019 - DEC 2021

### Application Senior Analyst

Accenture company Ltd, Dublin, Ireland

**Responsibilities:**

- Supervised applications, provided technical support, and resolved issues.
- Optimized performance using system metrics.

- Conducted user training via documentation and workshops.
- Collaborated with engineering and support teams.
- Worked with developers on system updates.

**Achievements:**

- Recognized for proactive learning and a CAN-DO mindset.
- Appointed Incident Manager.
- Enhanced team performance under pressure.
- Developed efficient project procedures.
- Trained new team members and contributed to projects.

FEB 2018 - MAR 2019

**Security Master & Pricing Rep III**

Fidelity Investments, Dublin, Ireland

- Extract and validate manual pricing data from brokers, clients, and vendors.
- Use VBA programs to retrieve vendor database information for client access.
- Maintain the Security Master database and conduct analytical projects for senior management.
- Proficiently utilize Bloomberg systems, handling diverse financial instruments including Fixed Income securities, Derivatives, and Equities.

OCT 2017 - JAN 2018

**IT Service Desk Support – Work Placement**

Fidelity investments, Dublin, Ireland

**Responsibilities:**

- Collaborate within the IT support team to maintain systems and networks.
- Manage and support application software effectively.
- Lead the IT Helpdesk for efficient issue resolution.
- Promote teamwork and knowledge sharing with IT colleagues.
- Contribute to team goals by ensuring work quality and timely ticket closure, including laptop setups for new employees.

**Achievements:**

- Gained a comprehensive skill set for daily operations.
- Improved IT Help-desk efficiency.
- Demonstrated dedication beyond intern expectations.

OCT 2013 - JAN 2018

**Security Representative Manager**

Fidelity Investments, Dublin, Ireland

**Responsibilities:**

- Oversee security operations across multiple offices and address issues.
- Manipulate data using Excel for client data extraction and validation.
- Evaluate network-wide physical security and assist in new security program implementation.
- Develop actionable plans for operational goals and contribute to team projects.

**Achievements:**

- Coordinated building evacuation during a gas leak.
- Provided dynamic customer service.
- Trained security team members on technical systems.
- Collaborated with US Corporate Security for enhanced technical expertise.

## Education

SEP 2015 - JAN 2019

**Bachelor of Science**

IT Management

Technological University Dublin, Dublin, Ireland

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## Course or certificate

OCT 2011 - DEC 2011

**TEFL**

ITTP

**Accounts Clerk**

Grant Thornton

NOV 2021 - JAN 2022

**Complete Web and Mobile Designer UI/UX**

Udemy

1. Acquired the ability to design for diverse device types, employing tools like Figma and others.
2. Gained proficiency in using HTML5 and CSS3 to transform designs into fully operational websites.

MAR 2020 - DEC 2021

**Digital Skills: Web Analytics**

Accenture

MAR 2022 - AUG 2022

**The Web developer Bootcamp**

Udemy

- Proficiently used CSS frameworks (Bootstrap 5, Semantic UI, Bulma).
- Employed JavaScript for a variety of tasks (variables, conditionals, loops, functions, arrays, objects).
- Utilized Postman for API monitoring and testing.
- Developed full-stack JavaScript applications (Express, MongoDB).
- Implemented server-side JavaScript with NodeJS and utilized common data structures (Arrays, Objects).

APR 2023 - JUNE 2023

**Working with Python on Windows and SQL Server Databases**

Udemy

- Access and work with SQL Server databases from within your Python programs
- Call Dynamic Management Views (DMVs), Aggregation Functions and global system variables
- Run T-SQL queries against your SQL Server databases from within your Python programs
- Run T-SQL queries against your SQL Server databases from within your Python programs

AUG 2024 - SEP 2024

**EDI & Idocs Interface Architecture**

Udemy

- The Purchase Order & Sales Order model. This includes both order creation and order confirmation
- Outbound delivery, Post Goods Issue and ASN process and Idoc creation
- Shipment tendering and status updates
- Invoice creation and clearing
- Enterprise Services
- The configuration of each and every Idoc used in the process. This includes both the partner determination and message outputs