

CONTACT DETAILS

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SKILLS

- Self motivation
- Communication skills
- Work Ethic
- Organizational ability
- Leadership
- Presentation skills
- Teamwork
- Team leadership
- Data analysis
- Java
- JavaScript
- SQL
- MongoDB
- React
- Python

LANGUAGES

- French - Advanced (C1)
- English - Advanced (C1)

DRIVING LICENSE

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Ritish Jolicoeur

About me

A highly motivated professional with a decade of experience in production, security, risk, customer support, and logistics. My commitment to learning led to the completion of a BSc in IT Management, propelling my career progression in the IT field.

Work experience

MAR 2023 - Currently	<p><b>Account Owner</b> ABinBev, Prague, Czech Republic</p> <p>As an Account Owner in logistics, I manage client accounts, optimize supply chains, oversee orders, analyze data, and provide tailored solutions. I also handle documentation, control costs, manage risk, and maintain client relationships while conducting performance assessments.</p> <ul style="list-style-type: none"><li>Cultivate client relationships through communication and issue resolution.</li><li>Optimize supply chain processes for efficiency and cost reduction.</li><li>Create customized logistics solutions with clients.</li><li>Analyze logistics data with Microsoft Excel, tracking KPIs and generating reports.</li><li>Manage logistics costs through negotiation and cost-effective strategies while maintaining service quality.</li></ul>
MAR 2022 - MAR 2023	<p><b>Order Management Senior Specialist</b> ABinBev, Prague, Czech Republic</p> <ul style="list-style-type: none"><li>Processed exceptions and customer service requests effectively.</li><li>Served as a point-of-contact for billing issue resolution.</li><li>Identified recurring problems and proposed preventive solutions.</li><li>Enhanced process flows and created/restructured reports.</li><li>Managed the Return process.</li></ul>
MAR 2019 - DEC 2021	<p><b>Application Support Analyst</b> Accenture company Ltd, Port Louis, Ireland</p> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"><li>Supervised company applications, provided design and technical support, and resolved issues.</li><li>Used system metrics to identify problems and optimize application performance.</li><li>Conducted user training through documentation, workshops, and seminars.</li><li>Collaborated with engineering and customer support to ensure compliance and resolve issues.</li><li>Worked with developers on system changes.</li></ul> <p><b>Achievements:</b></p> <ul style="list-style-type: none"><li>Recognized for proactive learning and a CAN-</li></ul>

- DO mindset by the client.
- Appointed as an Incident Manager.
- Contributed to team performance under pressure.
- Developed streamlined procedures for project tasks.
- Successfully trained new team members and actively participated in projects.

MAR 2018 - JAN 2019

**Production Manager**

Artisan Pizza Company Limited, Dublin, Ireland

- Proficient in various aspects of the production process, demonstrating versatility.
- Utilize both physical and mental skills to execute tasks throughout the production process.
- Maintain high standards of cleanliness and safety in the work area consistently.
- Capable of managing tasks within specified deadlines while multitasking effectively.
- Demonstrated track record of successful and reliable work.

FEB 2018 - MAR 2018

**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.

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## Education

SEP 2015 - JAN 2019	<b>Bachelor of Science</b> IT Management Technological University Dublin, Dublin, Ireland
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## Course or certificate

OCT 2011 - DEC 2011	<b>TEFL</b> ITTP
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	<b>Accounts Clerk</b> Grant Thornton
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MAR 2021 - DEC 2022	<b>Digital Skills: Web Analytics</b> Accenture
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NOV 2021 - JAN 2022	<b>Complete Web and Mobile Designer UI/UX</b> Udemy <ol style="list-style-type: none"><li>1. Acquired the ability to design for diverse device types, employing tools like Figma and others.</li><li>2. Gained proficiency in using HTML5 and CSS3 to transform designs into fully operational websites.</li></ol>
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MAR 2021 - AUG 2021	<b>The Web developer Bootcamp</b> Udemy <ul style="list-style-type: none"><li>• Proficiently used CSS frameworks (Bootstrap 5, Semantic UI, Bulma).</li><li>• Employed JavaScript for a variety of tasks (variables, conditionals, loops, functions, arrays, objects).</li><li>• Utilized Postman for API monitoring and testing.</li><li>• Developed full-stack JavaScript applications (Express, MongoDB).</li><li>• Implemented server-side JavaScript with NodeJS and utilized common data structures (Arrays, Objects).</li></ul>
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