

CONTACT DETAILS

- ritish.jolicoeur@hotmail.com
- +420722149417
- Komenskeho 662, Rožmitál pod Třemšínem 26242, Czech Republic

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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ADDITIONAL INFORMATION

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

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>Account Owner 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">Cultivate client relationships through communication and issue resolution.Optimize supply chain processes for efficiency and cost reduction.Create customized logistics solutions with clients.Analyze logistics data with Microsoft Excel, tracking KPIs and generating reports.Manage logistics costs through negotiation and cost-effective strategies while maintaining service quality.
MAR 2022 - MAR 2023	<p>Order Management Senior Specialist ABinBev, Prague, Czech Republic</p> <ul style="list-style-type: none">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	<p>Application Support Analyst Accenture company Ltd, Port Louis, Ireland</p> <p>Responsibilities:</p> <ul style="list-style-type: none">Supervised company applications, provided design and technical support, and resolved issues.Used system metrics to identify problems and optimize application performance.Conducted user training through documentation, workshops, and seminars.Collaborated with engineering and customer support to ensure compliance and resolve issues.Worked with developers on system changes. <p>Achievements:</p> <ul style="list-style-type: none">Recognized for proactive learning and a CAN-

- 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.

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
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	Accounts Clerk Grant Thornton
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MAR 2021 - DEC 2022	Digital Skills: Web Analytics Accenture
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NOV 2021 - JAN 2022	Complete Web and Mobile Designer UI/UX Udemy <ol style="list-style-type: none">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.
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MAR 2021 - AUG 2021	The Web developer Bootcamp Udemy <ul style="list-style-type: none">• 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).
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