

## CONTACT DETAILS

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## SKILLS

Self motivation - Expert



Communication skills - Expert



Work Ethic - Expert



Organizational ability - Expert



Leadership - Expert



Presentation skills - Expert



Teamwork - Expert



Team leadership - Expert



Data analysis - Skillful



Java - Skillful



JavaScript - Skillful



SQL - Skillful



MongoDB - Skillful



React - Skillful



Python - Skillful



## LANGUAGES

French - Advanced (C1)



English - Advanced (C1)



## DRIVING LICENSE

B

# Ritish Jolicoeur

## About me

A highly motivated and recognized professional with expertise in production, security, risk and customer service, successfully building client relationships at all levels for 10 years. Having a willing to learn attitude has enabled me to complete a BSc in IT Management, now I am working my way up the ladder in the IT world.

## Work experience

MAR 2019 - DEC 2021

### Application Support Analyst

Accenture company Ltd, Port Louis, Ireland

#### *Duties and Responsibilities*

- Oversee range of company applications, providing design, technical support, and problem analysis and resolution.
- Use system metrics to compile data for analysis and identification of system issues.
- Ensure optimal performance of applications, investing and resolving operational issues via range of media channels, including phone, on-site and video.
- Train and retrain end users through subject specific documentation designed by Application Support Analysts, as well as with workshops, classes, and seminars.
- Work with engineering and customer support to ensure compliance of app use and to address issues.
- Collaborate with developers on matters concerning system changes.

#### *Achievements*

- Recognized by the Client for a willing to learn and a CAN-DO attitude.
- Was called to become an Incident manager within the project.
- Helped the team to perform under pressure.
- Well written and simplified procedures of different tasks and responsibilities within the project.
- Trained and educate new comers to the project.
- Actively contributed on team projects.

MAR 2018 - JAN 2019

### Production Manager

Artisan Pizza Company Limited, Dublin, Ireland

- Been able to work in different areas of the production process.
- Physical and mental skills used to accomplish duties within the production.
- Ensure optimal level of sanitation and safety standards in work area at all times.
- Ability to work within deadlines and multitask.
- Proven ability to work.

FEB 2018 - MAR 2018

### Security Master & Pricing Rep III

Fidelity Investments, Dublin, Ireland

- Responsible for extracting and verifying manual prices from brokers, clients and vendors.
- Utilize VBA programs to extract data from vendor database for the client's use.
- Security Master maintenance. Perform various analytical projects for senior management.
- Extensive daily use of Bloomberg systems; experienced in working with multiple asset classes and financial instruments such as Fixed Income securities, Derivatives, and Equities.

OCT 2017 - JAN 2018

#### **IT Service Desk Support – Work Placement**

Fidelity investments, Dublin, Ireland

Work as part of the IT support team - As a technical support / helpdesk employee, monitoring and maintaining the computer systems and networks within the organization.

- Manage and Support Application Software
- Manage an IT Helpdesk
- Communicate with IT Professionals
- Work as a Team Member
- Take responsibility for Work and Presentation of Results
- Ensuring that ServiceNow tickets are completed and closed within reasonable time.
- Laptop builds for new employees.

#### **Achievements**

- Learned a lot of skills regarding the day-to-day operation in such a role.
- Learned how to manage IT Helpdesk more effectively and efficiently.
- Went above and beyond of what is normally expected from an intern.

OCT 2013 - JAN 2018

#### **Site Security Manager**

Fidelity Investments, Dublin, Ireland

Provide operational corporate security oversight and guidance across a regional network of three offices in Ireland and one office in London.

- Responsible for identifying operational issues and devising goals and plans to address them.
- Manipulating, cleansing & data processing using excel, and other software applications.
- Responsible for loading, extracting and validation of client data.
- Conduct regular reviews of the physical security program across the network.
- Help to build and deliver a new security situational awareness program covering threats, risk and staff responsibilities.
- Devise measurable and observable steps to achieving operational outcomes.
- Actively contributed on team projects.

#### **Achievements**

- Helped coordinate an evacuation of a building occupying 200 staff due to a gas leak.
- Provided a proactive and dynamic customer service approach to all associates and visitors.
- Trained and coached new security team members on all Fidelity technical security systems.
- Partnered with Corporate Security business units in the US to develop a deeper understanding of physical security technical systems, thereby allowing for increased ownership of day-to-day tasks carried out by the Ireland Security team.

APR 2007 - OCT 2013

#### **Security Representative**

HSBC, Accenture & Warner Chilcott, Dublin,

## Ireland

Provided security services to different tenants in the building. HSBC, Accenture and Warner Chilcott.

- Worked with the facilities team for the day-to-day operations.
- Support to tenants, ensured that plans were relevant and communicated to all staff where necessary.
- Trained new security representatives.

### **Achievements**

- Contributed to an outstanding customer service throughout the three sites.
- Worked with key stakeholders to ensure that physical security measures were established and operating successfully.

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## 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

MAR 2021 - DEC 2022

### **Digital Skills: Web Analytics**

Accenture

NOV 2021 - JAN 2022

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

Udemy

- Learned to design for all types of devices using Figma and other tools.
- Learned to use HTML5 and CSS3 to make designs come to life to be able to create fully working websites.

MAR 2021 - AUG 2021

### **The Web developer Bootcamp**

Udemy

- Used CSS Frameworks including Bootstrap 5, Semantic UI, and Bulma.
- Used JavaScript variables, conditionals, loops, functions, arrays, and objects.
- Used Postman to monitor and test APIs.
- Used Express and MongoDB to create full-stack JS applications.
- Used NodeJS to write server-side JavaScript.
- Used common JS data structures like Arrays and Objects.
- Used NPM to install all sorts of useful packages.