#### **CONTACT DETAILS**

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ritish.jolicoeur@hotmail.com

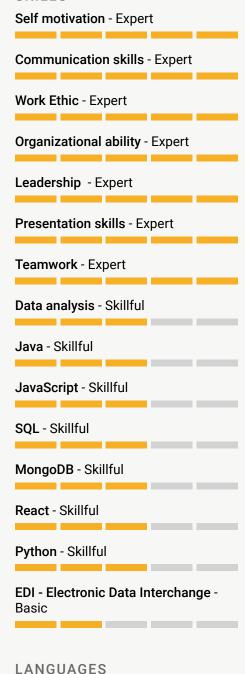


+420722149417



Komenskeho 662, Rožmitál pod Třemšínem 26242, Czech Republic

#### SKILLS



#### - . . .

French - Advanced (C1)

English - Advanced (C1)

#### 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 costeffectiveness. 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

# 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.
- 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