

CONTACT DETAILS

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

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



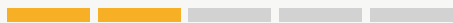
SQL - Skillful



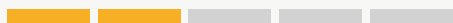
MongoDB - Skillful



React - Basic



Python - Basic



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, customer support and logistics, 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 2022 - Currently

Order Management Senior Specialist

ABinBev, Prague, Czech Republic

1. Processed exceptions and customer service requests from other departments and business units in an appropriate manner.
2. Acted as the point-of-contact for other departments and business units for resolution of billing situations.
3. Identified recurring problems and provide input for a possible resolution to prevent future re-occurrence.
4. Implemented improved process flows, newly create or restructures preexisting reports.
5. Handling the Return process.

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.

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

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.