



JAN RYŠAVÝ

LIBRARIAN/INFORMATION SPECIALIST • BRNO, 66449, CZECHIA ☎ +420773968262

◦ DETAILS ◦

Na Rybníčku 8
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Czechia
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rysavy.jan97@gmail.com

Date / Place of birth

11. 02. 1997
Brno

Nationality
Czech

Driving license
A, B, AM

◦ LINKS ◦

[Medium.com](#)

[Master's Thesis](#)

[Bachelor's Thesis](#)

◦ SKILLS ◦

Ability to Work Under Pressure

Time Management

Adaptability

Motivation

Work ethic

Honesty and Integrity

Independence

Critical thinking

Collaboration & Teamwork

Communication

Multitasking

Problem solving

◦ LANGUAGES ◦

Czech



PROFILE

- adaptable, customer-focused, and technically skilled information specialist



EMPLOYMENT HISTORY

Documentalist/Cataloger at Moravian Gallery, Brno

March 2020 — September 2022

- Creation of documents for digitization
- Cataloging of the library's historical cultural collections (German, French, Czech, English, other)

RMA Specialist at Intelek Servis s.r.o, Brno

March 2023 — November 2023

- Proficient in managing RMA operations, including issuing RMA numbers, authorizing returns, and overseeing return processing functions
- Strong track record of promoting positive customer relations, responding promptly to customer inquiries, and maintaining accurate inventory control

RMA Specialist at ServisCare a.s., Brno

November 2023 — Present

- Completed numerous courses and seminars in customer service, inventory control, loss prevention, time management and leadership

Challenges:

1. Process Efficiency: Maintaining an efficient and streamlined RMA process.
2. Customer Satisfaction: Ensuring customer satisfaction
3. Product Improvement: Working closely with the product team to identify common reasons for returns and implementing improvements to reduce future returns



EDUCATION

Bachelors degree, Faculty of Arts, Masarykova univerzita, Brno

September 2016 — January 2020

- Bachelor's degree in information science and library science
- Bachelor's thesis: Online educational games and older school age: opportunities for competent learning in the information society

Masters degree, Faculty of Arts, Masarykova univerzita, Brno

September 2020 — September 2023

- Excelled at final viva exam
- Master's thesis topic: The present of Moravian museum and gallery libraries: Tools and procedures for maintaining relevance

English

French

German

Turkish



INTERNSHIPS



Cataloger at Archive of Brno, Brno

September 2017 — July 2019

- Cataloging of new library units
- Re-cataloging of documents
- Working with library units of the library
- Provision of other services to researchers and readers of the Brno city archive library



REFERENCES



PhDr. Judita Matějová from Moravian Gallery



Jakub Pohanka, DiS. from Brno city Archive