

JÁCHYM KUZICA

SUMMARY

Financial Operations Specialist at Shoptet, the leading e-commerce platform in Central Europe, and final-year Economics and Business Management student at the University of Queensland. I automate finance processes (credit notes, refunds, intra-company payments and incoming-payment matching) and build AI tools.

EXPERIENCE

Financial Operations Specialist, 06/2025 - Current
Shoptet a.s. - Prague, Czechia (remote)

- Research accounting questions to ensure compliance with accounting standards.
- Review financial data to identify discrepancies in customer accounts.
- Improve the processes behind the accuracy of financial reporting.
- Recommend and implement accounting software, replacing tools that did not integrate.
- Automated credit notes, invoice changes, refunds and recurring intra-company payments (e.g. MultiSport cards, office rent), so staff only handle cases that need a decision.
- Built an automated cloud-based tool that produces the reports required for legal compliance on customer refunds.
- Currently building an AI agent that drafts refunds, invoice changes and client replies, with human approval on every action.

Finance - Billing Trainee, 01/2023 - 05/2025
Shoptet a.s. - Prague, Czechia

- Managed client billing projects, ensuring timely payments and accurate account balances.
- Modified invoices, matched payments and produced financial reports.
- Handled customer billing queries daily via Zendesk and Salesforce.
- Pitched automation concepts that were developed and put into production; designed a sorting algorithm for incoming payments used as the guideline for automated matching.
- Drafted an accounts-payable automation concept and oversaw its implementation, monitored by the CFO.
- Researched, trained and tested a GPT model for the finance department and ran training sessions with a resource framework.
- Tools: ABRA, Salesforce, Zendesk, Jira, Asana, GitHub and Shoptet CRM.

CommBank Next Gen Internship, 09/2024
Commonwealth Bank of Australia - Brisbane, QLD (hybrid)

- Solved problem sets for three community and sustainability initiatives: the Next Chapter Program, the Green Loan and the Community Grants Program.



CONTACT

Address: Brisbane, QLD 4007, Australia
Phone (AU): +61 430 044 005
Phone (CZ): +420 734 219 395
Email: info@jachymkuzica.com
LinkedIn: linkedin.com/in/kuzicajachym
Web: jachymkuzica.com

SKILLS

- Finance operations: billing, accounts receivable and payable, refunds, financial reporting
- Process automation and AI agents (Claude Code, GPT)
- Python, SQL, R; HTML and JavaScript basics
- Data analysis and visualisation; econometrics
- ABRA, Salesforce, Zendesk, Jira, Asana, GitHub
- Microsoft Excel, Word and PowerPoint
- Business process modelling (BPMN)
- Project management

LANGUAGES

Czech

■■■■■
Native

English

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Native / bilingual

Spanish

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Professional

EXPERIENCE (CONTINUED)

Volunteer Research and Analytics, 02/2022 - 02/2023

mall.tv - Prague

- Researched unethical business practices for the online series MÚPI; video editing and camera work.

Junior Administrator, 01/2018 - 01/2023

Arominti - Prague

- Administration, client communication, archive management and IT maintenance at an advisory firm.

PROJECTS AND AWARDS

Nourish QLD: runner-up, 2nd of 16 teams, 10/2026

BISM3208 Digital Transformation Hackathon - University of Queensland

- Team lead. Designed an Oracle AI platform matching surplus food to school meal programs, with human approval of every match and optimised volunteer delivery routes.
- Built the business case (\$451k year-one ask, break-even at 1.2 million meals a year), closed the pitch and built the animated Match Board prototype.
- Grand final judged by Oracle and Queensland Government executives.

AI agent operating model, 2026

Personal project

- Designed a multi-agent setup in Claude Code: one session per project, coordinating roles, written handovers, budget controls and overnight failover to a home server.

Czech Energy Map, 2026

Personal project

- Mapped Czech power plants and the 400 kV grid and joined them to day-ahead prices since 2015, generation mix and weather, as a basis for fundamental and volatility analysis.

Token Deck, 2026

Product

- Built a Stream Deck plugin for Claude Code (TypeScript, Elgato SDK) and submitted it to the Elgato Marketplace as a paid product.

EDUCATION

Bachelor of Economics / Bachelor of Business Management, Expected 06/2027

University of Queensland - Brisbane, QLD

- Majors: Business Information Systems; Economics of Strategy and Behaviour.
- Relevant courses: Econometrics, Cost-Benefit Analysis, Financial Management, Accounting for Decision Making, Data Analytics, Machine Learning in Practice, Managing Business Data (SQL).

International Baccalaureate Diploma, 2023

Nový PORG - Prague

- Higher level: Economics, English, Spanish. Standard level: Czech, Biology, Mathematics.
- Member of the school basketball team and the investment club.

CERTIFICATIONS

- CommBank Next Gen, Commonwealth Bank (2024)
- Google IT Automation with Python, professional certificate (in progress)
- Claude 101, Claude Academy by Anthropic (in progress)

INTERESTS

Basketball, golf, travelling, cooking, literature and computers.

References available upon request.