

# ERIC JEAN-BAPTISTE

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## PROFILE SUMMARY

A highly organized, reliable and performance-driven **Bilingual Technology Professional** with 15+ years of broad experience collaborating with internal and external clients to drive innovative solutions for seamless network administration; skilled at scripting, programming and providing technical support. Known for being an approachable team leader who engages and unites cross-functional teams to work together to achieve project objectives, on scope and on time. Takes a root cause analysis approach to troubleshooting issues to develop sustainable solutions; proactively analyzes potential risks to mitigate and prevent future issues. Cultivates a positive, productive and inclusive work culture.

### AREAS OF EXPERTISE:

- Software Development
- Project Management
- Technical Writing
- Application Delivery
- Compliance
- Continuous Delivery
- DevOps
- Systems Validation
- Continuous Integration

### TECHNICAL SKILLS:

**Operating Systems:** Microsoft Windows (ie: 2003 Server, 2008 Server, 7, 10), Unix/Linux, Mac OS

**Applications:** Microsoft Office Suite, Database; Oracle, SQL Server, MS-Access, Ingres

**Programming Languages:** Python, HTML, CSS, Javascript, C++, Borland C, Pascal and COBOL

**Networking:** OSI layer, Network topologies, TCP/IP, Addressing, Network Administration, Internet Applications & Protocols

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## PROFESSIONAL EXPERIENCE

SOBEYS CANADA

2002 - 2020

### STORE APPLICATION SUPPORT SPECIALIST | 2017 – 2020

- Developed scripts, batch processes and packages for continuous delivery for software updates, maintenance and delivery to clients across Canada
- Partnered with vendor and Development Teams to logically group changes into releases that meet user needs and assist in defining conditions of satisfaction. Performed pre-release testing with vendor to ensure functionality meets end-user requirements prior to release to Sobeys.
- Participated in documentation of application processes, usage and recovery procedures with vendors and internal teams. Worked with support teams to ensure application needs were covered; facilitated appropriate training as required.
- Monitored performance and operational parameters of application suites in order to meet operational service levels of applications. Reviewed and provided feedback on designs and technical documentation as it relates to applications.
- Supported strategic direction of assigned applications by working with business teams to define business needs. Maintained service level and sustainability of application by reviewing all changes with appropriate resources to ensure standards were met.
- Contributed to projects that impacted application suites; helped project teams understand overall business impact and integration with other systems.

- Coordinated and participated in application testing of updates and new product releases. Consulted on implementation of product updates and releases into production environments.

#### **INTERMEDIATE RETAIL APPLICATION SUPPORT SPECIALIST | 2015 – 2017**

- Oversaw administration and maintenance of department SharePoint site, including uploading essential documents, setting permissions and configuring web-based resources.
- Helped lead Business Support Analysts towards completion of all projects and resolution of problem tickets.

#### **INTERMEDIATE BUSINESS SUPPORT ANALYST | 2011 – 2015**

- Managed administration of department SharePoint site.
- Helped lead Business Support Analysts with completion of all projects and problem tickets.
- Performed as Sole Point of Contact in Ontario for all computer automated ordering (CAO).
- Configured and supported fresh item management (FIM) handheld scanning guns across Ontario.
- Tested in-store processor (ISP) and advanced cashier system (ACS), including creation of scripts through Hewlett-Packard Quality Centre (HPQC) and executed UAT testing processes.

#### **BUSINESS SUPPORT ANALYST | 2005 – 2011**

- Supported retail ISP and software, troubleshooting issues at retail locations via Remote Desktop and LANDESK software. Developed, modified and executed SQL queries on daily basis.
- Managed problem tickets from Sobeys Solution Centre for all banners (Sobeys, Commisso, IGA, Price Chopper, FreshCo and Foodland stores).
- Oversaw training, supporting and testing of National POS System for development and rollout. Assisted with ongoing projects as well as cross-training with other departments as needed.

#### **PREVIOUS ROLES INCLUDED:**

**BILINGUAL HELP DESK ANALYST | SOBEYS CANADA**

**BILINGUAL TECHNICAL SERVICE ASSOCIATE | HEWLETT-PACKARD CANADA**

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## **EDUCATION & TRAINING**

**Diploma, Computer Science Technology • Social Science | Vanier College**

**Python Developer | Sololearn**

**HTML Developer - CSS Developer - Javascript Developer | Programming Hub**

**PMP Certificate | Sobeys Canada**

**CPR Certification | St-John's Ambulance**

**Technical Service Associate certification (HP CD-Writers, Windows) | Hewlett-Packard Canada**

**Language Fluency:** French and English; (written and verbal).

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## **COMMUNITY INVOLVEMENT**

- CEO of Not-for-Profit organization (JERSO) - JennEric Recreational Sports Organization.
- Yearly participant in many marathons; for Sick Kids, M.A.D.D., local hospitals and various charities.
- Former Sysop (System Operator) of Vanier College Bulletin Board System (BBS)