

# Résumé

**Eric Belanger**

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## Relevant general information

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- » Spoken languages: French, English
- » Average English knowledge (Reading/writing: 95%, Listening: 85%, Speaking: 65%)
- » Willingness to get fully involved into a company
- » Reliability, frankness and discretion

## IT knowledge

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Everything listed below is/was learned outside any courses or formations:

- » Operating systems : DOS 4 to 6 including FreeDOS, Windows 95 to Vista/7, Novell Netware 4, Linux (Distributions: Slackware, Debian and Debian-derived like Ubuntu)
- » Navigation tools : Internet Explorer, Netscape/Firefox, FTP/SSH software...
- » Web site creation: Photoshop/GIMP, (x)HTML, CSS, PHP 4/5, MySQL, Javascript/jQuery
- » Programmation: Basic knowledge of these languages: C et C#, Python, Shell scripts, ...
- » Hardware: update and troubleshooting of PC software and hardware
- » Others:
  - Advanced knowledge of OGC-Plus software, as well as it's database suite used (Informix SQL 4.0)
  - Configuration under Linux of: Samba file sharing service, web hosting (Apache / Lighttpd with MySQL), virtual private network using OpenVPN.

## Work experience

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### **Technical support and programmer** ( 2006 - )

Rona L'Entrepôt, Sherbrooke

- » Putting in place and diagnostic of any electronic-based tools used by employees
- » Keep up-to-date store inventory and sales data
- » In outages/faults, diagnostic and repair of any point-of-sale servers and terminals (IBM & OGC-Plus)
- » Creation of Intranet site used solely by employees (In-house formations, dynamic reports and graphs creation)
- » Creation of tools enhancing overall productivity (automation or procedures and reports)

### **Technical and customer support** (2006)

Tony Informatique, Victoriaville

- » Advice customers on PC and hardware sales
- » Install, restore and troubleshoot software/hardware related issues on customer's PC.

- Technical support** (2003) Transports Québec, Quebec City
- » Diagnostic and applying patches overnight in the first wave of the MSBlaster ( "Love Sam") worm attack/infection
  - » Installation and update of various operating systems
  - » Information gathering on BlackBerry phones and on cellular network's ranges
- Grocery clerk** (2002-2006) Marché Bellevue IGA, Victoriaville
- » Make sure shelves contains enough merchandise
  - » Keep track of inventory, order when necessary
  - » Receive and verify contents of incoming orders
  - » Prices verification and correction, when needed

## Volunteering Experience

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- Supervisor/Keeper** (2000) Festival des Harmonies du Québec (Quebec Harmonic Festival), Sherbrooke
- » Watching and keeping safe musicians warmup/instruments room
  - » Dispatch any missing/needed instruments/miscellaneous material in time

## Education

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- 2003 **Diplôme d'Études Professionnelles: Soutien Informatique**  
(Quebec Education Minister's Vocational Studies Diploma in "Computing Support")  
Centre de formation professionnelle Marie-Rollet, Ste-Foy
- 1998 **High school diploma**  
Le Boisé High School, Victoriaville

## Distinctions

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- May 2003 **Centre de formation professionnelle Marie-Rollet**  
Soirée excellence 2002-2003  
Perseverance and improvement