Einer John L. Cupino

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PROFILE

- Dynamic IT professional with over 8 years of experience specializing in banking software technology, IT service management, and project/program management.
- Proven track record in enhancing system efficiencies, automating processes, and leading high stakes projects.
- Offers a unique blend of strategic project oversight and technical proficiency, aiming to contribute innovative solutions and coding proficiency to a forward-thinking development team.

SKILLS

- JavaScript | Python | C# | .NET | Java | C++ | VBA | Node | Express | Angular | React | SQL | Linux
- Azure | AWS | Cloud Computing | DevOps | CI/CD | Git | ServiceNow | SCCM | MongoDB
- Full-Stack | Frontend | Backend | Microservices | Process Automation | Mobile App Dev | Machine Learning

WORK EXPERIENCE

Major Incident Manager Loblaw Companies Ltd. *Toronto, Canada* **2023 – Present**

- Achieved a 50% improvement in problem-solving efficiency during high-pressure incidents, by creating automated incident management tools using VBA and Power BI, which enhanced the team's capabilities in managing and resolving incidents more effectively.
- Accomplished a 30% reduction in system downtime and a 25% improvement in response times, by leading the development and implementation of robust incident management protocols and acting as the primary contact during major incidents to coordinate effective responses across multiple cross-functional teams.

Project/Program Manager DXC Technology *Manila, Philippines* **2020 – 2022**

- Successfully led the Application Platform Remediation Program, enhancing security across 168+ applications and generating over 30% profit on a $700,000 budget, by coordinating with diverse technical teams and employing rigorous Agile project management methodologies using ServiceNow, MS Project, and Visual Paradigm.
- Achieved significant efficiencies in application lifecycle management and IT service delivery projects for the Downer Group, by operationalizing management approaches that resulted in a substantial influx of projects and a high-value partnership, leveraging bundled service offerings and strategic liaisons with infrastructure teams.

Infra Analyst / Developer Citibank N.A. ROHQ *Manila, Philippines* **2016 – 2020**

- Accomplished a 95% reliability score in vendor performance and software deployment across 300,000+ endpoints, by managing a 24/7 global software delivery team and implementing mass deployments of software and security patches through HPCA, Active Directory, and SCCM.
- Increased team productivity and reduced task completion time from hours to seconds, by developing automated tools in VBA for analyzing KPI metrics, software re-packaging, and decision-making processes in software management.
- Ensured the inspection and maintenance of over 1,000 change requests monthly, by creating and enforcing process control manuals for ServiceNow, and acting as the ServiceNow administrator to streamline production issue identification and escalation processes.

EDUCATION

Advanced Diploma Centennial College *Toronto, Canada* **2022 – 2024**

- Major in Software Engineering Grade: 4.262

Bachelor of Science De La Salle University *Manila, Philippines* **2009 – 2014**

- Major in Electronics and Communications Engineering Grade: 2.0

PROJECTS

ToysHub (E-commerce platform) **2024**

- Designed and implemented a specialized e-commerce platform for the collectibles market using MEAN stack, streamlining the buying and selling process with a centralized, user-friendly web application that ensures transaction ease and security, thus enhancing the collector's experience and fostering growth within the collectibles market

Personal Technical Portfolio **2023**

- Curated a comprehensive technical portfolio showcasing innovative projects developed throughout my software engineering studies, demonstrating a wide range of skills from web development to systems design, each project reflecting a commitment to solving complex problems and advancing my technological capabilities.