

Paolo Andrew Pomar

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Experience

ADZ Feral Psychosocial Services

Part-Time

Davao City, PH

July 2025 – September 2025

- Worked part-time as a proctor during standardized assessments, ensuring accuracy, confidentiality, and compliance with testing procedures.
- Currently developing an automated system for checking standardized test questionnaire to reduce the manual workload of and processing time.

VXI Global Holdings B.V.

(Remote) Davao City, PH

Customer Service Advisor -LegalZoom Inc.

November 2024 –July 2025

- Facilitated business formation processes, including preparing and filing corporations, LLCs, and other legal entities.
- Guided clients through estate planning services, including drafting last wills, living trusts, and power of attorney documents.
- Delivered comprehensive support for intellectual property services, ensuring proper filing and protection of trademarks and copyrights.
- Streamlined client onboarding and documentation processes to improve turnaround time and customer satisfaction.
- Provided expert guidance on state-specific compliance requirements, ensuring accurate and timely filings.

Six Eleven Global Services

(Remote) Davao City, PH

Product Trainer – Vosker Security Cameras/Spypoint Trail Cameras

March 2023 – October 2024

- Led comprehensive training sessions for new customer service agents, equipping them with technical knowledge and soft skills to support trail camera users.
- Designed and delivered engaging training materials, including troubleshooting guides and call-handling techniques, to improve agent performance and confidence.
- Mentored first-time call handlers, fostering growth in communication, problem-solving, and customer empathy.
- Assessed trainee performance through evaluations and coaching, contributing to improved call resolution rates and CSAT scores.
- Supported the development of specialized articles, document repositories, and knowledge base resources to ensure ongoing agent success.

Education

University Of Mindanao

Davao City, PH

- BS in Computer Science (Undergraduate)

2023 - 2024

Relevant Coursework: Systems Programming, Data Structures and Algorithms, Artificial Intelligence, Introduction to Probability, Database Systems, Desktop Programming

Father Saturnino Urios College of Trento

Trento, PH

- Science Technology Engineering & Mathematics

High School Diploma

2022

Leadership & Activities

College Student Government - University of Mindanao

Davao City, PH

Governing Committee

August 2023 – May 2024

- Collaborated with fellow committee members to plan and execute campus-wide events, fostering student engagement and school spirit.
- Represented student interests in meetings with faculty and administration, contributing to policy discussions and campus improvements.
- Managed logistics for student initiatives, including budgeting, scheduling, and resource allocation to ensure successful implementation of organizational events.
- Led communication efforts to promote events and initiatives, boosting student participation and awareness.
- Supported student welfare programs, advocating for academic and extracurricular needs to enhance the overall student experience.