Paulo John Fernandez

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🔗 https://github.com/fernandezpaulojohn?
tab=repositories

Summary

BS-IT Student in AMA University and Ambitious to be a Software Engineer/ Developer harnessing and studying programming languages in HTML5, CSS3, Javascript, Typescript, C#, Flutter, Dart Python and PHP. ALso have experience using frameworks in Reactjs, ViteJS, NextJS, Asp.net, Blazor, Bootstrap, Tailwind CSS, React Native.

More than eight years as an IT Service Desk/Helpdesk Analyst/ Service Administrator (Windows and Linux) and more than three years in Customer Service for Business Process Outsourcing companies and more than 5 years working as a Online Freelancer/ GVA.

I have served huge companies such as Johnsons and Johnsons, RioTinto, and Comcast.

The following are the tools I have experience with:

Ticketing Systems:
• Service Now
• ServiceDesk Plus
• Freshdesk
• FreshService
• Zendesk
• Solarwinds
• JIRA

Remote Control Tools:
• LogMeIn
• ConnectWise
• BeyondTrust
• Teamviewer
• Quick Assist

VPN:
• Pulse Secure
• Sonic Wall
• Forticlient
• Orange
• Compass-ERA
• Global Protect
• Global VPN

Other Relevant Tools:
• Active Directory
• SCCM

• Citrix
• Amazon Workspace
• Microsoft Office 365
• Microsoft Teams
• Skype for Business
• Exchange Admin Center
• OneDrive Admin Center
• Azure
• Intune
• Sentinel One Management Console
• 1Password
• Mimecast
• Powershell (basic)
• Nuclino
• CrowdStrike

Should you find my experience relevant to your demands, I am looking forward to new opportunities and challenges.

Please check my digital portfolio below for more information about my work.

https://dashboard.freeeup.com/profiles/details/-?
_ga=2.92659677.1772014378.1681562804-1747731285.1642487608
https://paulojohnfernandez.wixsite.com/pj-portfolio
https://www.onlinejobs.ph/jobseekers/info/712536
https://www.upwork.com/o/profiles/users/~01b261fbaa0962fbb4/
https://talent.hubstaff.com/profiles/paulo-john-d-fernandez

Experience

Support Specialist
Stockhouse Publishing Ltd.

Dec 2022 - Present (10 months)

- Moderate and monitored users in the Stockhouse Forums
- Remove posts, escalate issues, and maintain users to follow forum policy.

Customer service, Order Processing and Fulfillment.
ZOX

May 2020 - Jan 2023 (2 years 9 months)

- Respond to Customer Queries via Gorgias
- Process orders through Shopify
- Conduct fulfillment using desktop shopper

Virtua Assistant, Shopify Customer Support, SMM, Lead Generation and SEO prospect list at FreeUp
FreeUp

Apr 2020 - Dec 2022 (2 years 9 months)

lead Generation, SMM, Customer support and SEO prospect list

FreeUp

Feb 2020 - Dec 2022 (2 years 11 months)

Lead Generation and Outreach For Facebook and Linkedin.

Re/Max Hometown

Apr 2020 - Aug 2022 (2 years 5 months)

- Connect with agents in Facebook group and do outreach.
- Connect with agents on Linkedin and do outreach.
- Send the initial script to agents.
- Send follow up for agents.
- Input agents to Google sheets.
- Submit End of the day report.

Lead Generation and Outreach For Facebook and Linkedin.

Justin Mcrae Ventures

Apr 2020 - Aug 2022 (2 years 5 months)

- Connect with agents in Facebook group and do outreach.
- Connect with agents on Linkedin and do outreach.
- Send the initial script to agents.
- Send follow up for agents.
- Input agents to Google sheets.
- Submit End of the day report.

Freelance - Customer Support

Bookblock

Jan 2022 - May 2022 (5 months)

- Respond to Customer Queries via Freshdesk
- Process orders through Woocomerce
- Conduct fulfillment using ILG

Lead Generation and Outreach For LinkedIn.

The Daily Client Machine

Nov 2020 - Feb 2021 (4 months)

- Connect with prospective clients on Linkedin and do outreach.
- Send the initial script to clients.
- Send follow up for clients.
- Input clients to Google sheets.
- Submit End of the day report.

Lead Generation/Prospecting and Outreach For Linkedin.

UNCMN.CO.NZ

Sep 2020 - Oct 2020 (2 months)

- Connect with agents on Linkedin and do outreach.
- Send the initial script to agents.

- Send follow up for agents.
- Input agents to Google sheets.

Lead Generation and Outreach For Facebook and LinkedIn.

Melton Real Estate | Key Realty

Jul 2020 - Aug 2020 (2 months)
- Connect with agents in the Facebook group and do outreach.
- Connect with agents on Linkedin and do outreach.
- Send the initial script to agents.
- Send follow up for agents.
- Input agents to Google sheets.
- Submit End of the day report.

Customer service, Order Processing and Fulfillment.

Fitpacks

Jun 2020 - Aug 2020 (3 months)

- Respond to Customer Queries via Gmail.
- Process orders through Shopify
- Conduct fulfillment using desktop shopper

Lead Generation and Outreach Via Linkedin Sales Navigator

The Marketing Agency

Dec 2019 - Apr 2020 (5 months)
- Connect with prospects via Linkedin Sales Navigator
- Send Initial Scripts
- Records data via Google sheets

Virtual Assistant, Social Media Customer Support, QA Gamer Beta tester and live Support

Upwork

Aug 2019 - Feb 2020 (7 months)

Customer Support Officer

QBE Insurance

Sep 2018 - Aug 2019 (1 year)
Analyze cases given by the underwriters and process the request as per product being provided by tye underwriters

IT Helpdesk Technical Support

Accenture

Nov 2016 - Jul 2018 (1 year 9 months)
- Process technical Issues Such as Citrix Servers
- Adding and Removing member in Active Directory

- Adding and Removing member in Active Mailbox using PowerShell
- Process Symantec Token
- Process Mobile Iron
- Office365 Support
- Microsoft Lync Server Support
- Conduct Remote Desktop Support
- Outbound and Inbound Calls
- Reports for the process of tickets End of the Day

Teller/Service Associate
East West Banking Corporation
Aug 2015 - Nov 2015 (4 months)
Company: EastWest Bank
Position: Teller/Service Associate
(August2015 – November 2015)
• Processing and releasing of clients Deposited Money
• Processing of End of the Day cheques

Operation Admin Assistant
SM Supermalls
May 2014 - Dec 2014 (8 months)
Company: SM Prime Holdings
Position: Operations Assistant/Mall Admin
(May 15, 2014 – December 20, 2014)
• In-charge of processing working permits
• Handles I.D. Orientation
• Assists in setting up exhibits
• Supervise billings of tenants, security posting, and Bio Augmentation via S.A.P. system
• Responsible for enrollment of new applicants through Finger tech (Biometrics)

Student
University of San Carlos
Jun 2009 - Oct 2013 (4 years 5 months)

Education

Informatics Education Ltd.
Bachelor of Science - Web Development, Web Page, Digital/Multimedia and Information Resources Design
2018 - 2018
Focus on Web Design and Development front end.

University of San Carlos
Bachelor's degree, Human Resources Management and Services
2009 - 2013

AMA University

Bachelor's degree, Information Technology

Oct 2021 - Present

Licenses & Certifications

Google Cloud Fundamentals: Core Infrastructure - Coursera

X4W8QNCEYS5W

Technical Support Fundamentals - Coursera

688534S7R44K

The Bits and Bytes of Computer Networking - Coursera

TPM3CEWCKYVL

Operating Systems and You: Becoming a Power User - Coursera

V2MXYHBL8NS4

System Administration and IT Infrastructure Services - Coursera

S49LGLBGPUV2

Google IT Support Certificate - Credly by Pearson

KRXZSYFHHGFW

Google IT Support Specialization - Coursera

KRXZSYFHHGFW

IT Security: Defense against the digital dark arts - Coursera

V98VREK446Z5

Getting started with Microsoft Office 365 - Coursera

7MYNKXURDHCU

Getting Started with Microsoft OneNote - Coursera

YQBFW4Q7BPCB

Managing Security in Google Cloud - Coursera

ST5M75CEBVL9

Introduction to Microsoft Azure Cloud Services - Coursera

SH8424L57WKC

Microsoft Azure Management Tools and Security Solutions - Coursera
93JNYXF4R99X

Microsoft Azure Services and Lifecycles - Coursera
M964HLVT3EZC

Hardware Security - Coursera
UFTH489363XE

Software Security - Coursera
2M8H6XYTGRX8

Cryptography - Coursera
3ZFGCGFBBGBV

Usable Security - Coursera
KQ88DQCEP97C

Get Connected English 0222 CGA - Cisco

NDG Linux Unhatched English 0222b cga - Cisco Networking Academy

Super VA Virtual Assistant Team Certificate - Virtual Assistant Team

AWS - Cybsersecuurity Trends and Certifications for Developers - Edukasyon.ph

Cebu Game Dev November Meetup - Cebu Game Dev

CCNA: Introduction to Networks - Cisco

Partner: CPA - Programming Essentials in C++ - Cisco

Partner: CPP - Advanced Programming in C++ - Cisco

"React: Why you should and How?" - Gordon College

Introduction to Artificial Intelligence - AMA University

Google Ads Training - Inspired Filipino Freelancers

React - Better Code Reviews - The Company Cebu

CCNAv7: Switching, Routing, and Wireless Essentials - AMA University

CCNA: Switching, Routing, and Wireless Essentials - Cisco

Skills

Logistics Management • Order Fulfillment • Order Processing • Research Skills • Microsoft Office • Data Analysis • Microsoft PowerPoint • Microsoft Word • HTML • C (Programming Language)