



## Paulo Fernandez

📍 **Address:** Lot 32 Block 7, Gold Lane Street, , Silverhomes Subdivision, Multinational Village, 1708, Paranaque, Philippines

✉ **Email address:** [fernandezpaulo0724@gmail.com](mailto:fernandezpaulo0724@gmail.com)

☎ **Phone number:** (+63) 9177928503

**Gender:** Male **Date of birth:** 07/24/1994 **Nationality:** Philippine

### WORK EXPERIENCE

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[ 08/08/2015 – 12/31/2016 ]

#### ***China Banking Corporation***

**City:** Makati

**Country:** Philippines

##### **Main activities and responsibilities:**

- Promoted the bank's corporate products and services to clients;
- Cultivated strong business relationship to existing clients as well as prospective clients by providing quality customer service and follow through;
- Generated compensating business to the bank by facilitating loan payments, drawdowns, as well as drafting credit facility proposals for prospective and existing clients;
- Provided support to all Corporate accounts and ensuring all banking needs of clients are met.

[ 01/03/2016 – 07/31/2021 ] **Marketing Associate**

#### ***Bank of China Ltd., Manila Branch***

**City:** Taguig

**Country:** Philippines

##### **Main activities and responsibilities:**

- Devise & execute promotional strategies for the bank's wide array of financial services and products targeting Financial Institution clients;
- Build collaborative & innovative relationship with clients through regular business reviews & alignment meetings;
- Analyze financial data & create monthly reports for the Headquarters;
- Support all Financial Institution accounts on any transactional issues or queries;
- Conduct regular periodic review on all Financial Institution clients which includes obtaining the *Know-Your-Customer* requirements, transactional review, name screening, and risk assessment of every Financial Institution client

[ 08/01/2021 – 04/10/2022 ] **Assistant Relationship Manager**

***Bank of China Ltd., Manila Branch***

**City:** Taguig

**Country:** Philippines

**Main activities and responsibilities:**

- Act as IB point of contact in IB Customer Support
  - Assist clients with routine account related requests.
  - Identify opportunities, actively engage in marketing/cross-selling activities of IB in the promotion of RMB Business
  - Perform diligently Know-Your-Customer, Due Diligence/Enhanced Due Diligence activities as required by Regulatory and Internal Compliance/AML Policies
  - Coordinate with internal units and provide instructions to concerned parties on account maintenance tasks.
  - Completes IB regular reporting and handle daily exception closure
  - Performs control accountabilities of Departmental Operations Risk Representative (DORR) or Unit Compliance Representative (UCR)
  - Be part of the bank's digital transformation efforts including but not limited to being assigned to agile teams and work on the required deliverables or take on additional business as usual functions designated by department/unit heads
  - Participate in customer-centric projects, initiatives, and programs led by designated teams in the organization
  - Perform a survey to bank clients on customer experience and other customer expectations
- Perform general administrative functions in support of the Units objectives and mandate

[ 05/04/2022 – Current ] **Applications Developer**

***Telus International Philippines, Inc.***

**City:** Pasig

**Country:** Philippines

**Main activities and responsibilities:**

- Ensure cohesive experience across multiple devices.
- Develop scalable solutions with performance and security in mind.
- Have the dedication to learn and research new technologies.
- Ability to document the workflow whenever it's needed.
- The knowledge on how to work together with others and build solutions.
- Doing code reviews and improvements with other developers.
- Maintaining codebase and making improvements when necessary.
- Document APIs and Components for other Developers.
- Incorporate Accessibility as part of development process.
- Knowledge about database management and architecture.
- Understand what technologies other teams are using.
- Work with designers to help them understand possible technical restrictions.
- Identify problem areas in code & solutions.
- Assist with and rapidly test solutions for the team.

## **EDUCATION AND TRAINING**

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[ 06/01/2011 – 06/15/2015 ] **Bachelor of Science in Business Administration Major in Marketing Management**

***University of Santo Tomas***

**Address:** España Blvd, Sampaloc, , Metro Manila, 1008, Manila, Philippines

[ 08/03/2021 – 11/03/2021 ] **Javascript (MERN stack)**

**Zuitt Coding Bootcamp** [https://zuitt.co/?gclid=Cj0KCQiAsqOMBhDFARIsAFBTN3fMBD5-1PrclFpjeE-SUDxj539PzetxV9jp15qRpOKZeX8kM0qJ3j0aAry-EALw\\_wcB](https://zuitt.co/?gclid=Cj0KCQiAsqOMBhDFARIsAFBTN3fMBD5-1PrclFpjeE-SUDxj539PzetxV9jp15qRpOKZeX8kM0qJ3j0aAry-EALw_wcB)

**Address:** Quezon City, Quezon, Philippines

## LANGUAGE SKILLS

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**Mother tongue(s):** Filipino

**Other language(s):**

**English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

## DIGITAL SKILLS

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Microsoft Office | Microsoft Excel | Microsoft Word | Microsoft Powerpoint | MongoDB, MySQL | Node js (express framework) | Express.JS | Frontend - (React Js, React Native) | Git (Beginner) | Postman(Basic API tests) | HTML5/CSS, Javascript