

Paulo Fernandez

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North York, Ontario, M3N 2L5

EDUCATION

Information Technology Business Analysis

Conestoga College • Kitchener, Ontario

Jan 2023 - Apr 2024

Javascript (MERN stack)

Zuitt Coding Bootcamp • Quezon City

Aug 2021 - Nov 2021

Bachelor of Science in Business Administration Major in Marketing Management Jun 2011 - Jun 2015

University of Santo Tomas • Manila

PROFESSIONAL SUMMARY

Dynamic and versatile Applications Developer with a strong foundation in full stack development and extensive experience in creating scalable, secure, and high-performance solutions. Proficient in MongoDB, ExpressJS, ReactJS, NodeJS, NoSQL, SQL, Git, Postman API testing, HTML5, CSS3, JavaScript, Java, Bootstrap, and Spring Boot. Skilled in data visualization and business intelligence tools including Tableau and Power BI, as well as project management tools like Visio and MS Project. Demonstrated expertise in ensuring cohesive user experiences across multiple devices and incorporating accessibility into the development process. Adept at collaborating with designers and other developers, performing code reviews, and maintaining and improving codebases.

Prior to development roles, gained valuable experience as an Assistant Relationship Manager in the banking sector, where responsibilities included client support, compliance activities, digital transformation projects, and cross-functional collaboration. Proven ability to identify problem areas and develop effective solutions, with a dedication to continuous learning and adopting new technologies.

WORK EXPERIENCE

Sales Associate

Home Depot Canada • Waterloo, Ontario

Mar 2023 - Present

- Engage customers by asking open-ended questions about their projects to determine their needs and expertise level.
- Multitask effectively in a dynamic retail environment.
- Describe features and benefits of merchandise to customers.
- Explain project steps and recommend necessary products.
- Maintain in-stock conditions of assigned areas, ensuring cleanliness and safety.
- Pick, organize, and verify orders for delivery or pick-up.
- Check inventory, look up orders, and notify customers when products are ready for pick-up.

Applications Developer

May 2022 - Dec 2022

Telus International Philippines, Inc. • Pasig

- Ensure a cohesive user experience across multiple devices.
- Develop scalable solutions with a focus on performance and security.
- Dedicate time to learning and researching new technologies.
- Document workflows as needed.
- Collaborate with others to build solutions and conduct code reviews.
- Maintain and improve codebase as necessary.
- Document APIs and components for other developers.
- Incorporate accessibility into the development process.
- Manage and architect databases effectively.
- Understand technologies used by other teams.
- Work with designers to address technical constraints.
- Identify and resolve problem areas in code.
- Assist in rapidly testing solutions for the team.

Assistant Relationship Manager

Jan 2017 - Apr 2022

Bank of China Ltd., Manila Branch • Taguig

- Act as the primary point of contact for Institutional Banking (IB) Customer Support.
- Assist clients with routine account-related requests.
- Identify opportunities and engage in marketing and cross-selling activities for RMB Business promotion.
- Perform diligent Know-Your-Customer and Due Diligence/Enhanced Due Diligence activities as required by regulatory and internal compliance/AML policies.
- Coordinate with internal units and provide instructions for account maintenance tasks.
- Complete regular IB reporting and handle daily exception closures.
- Perform control accountabilities as Departmental Operations Risk Representative (DORR) or Unit Compliance Representative (UCR).
- Participate in the bank's digital transformation efforts, including agile team assignments and additional business-as-usual functions.
- Engage in customer-centric projects, initiatives, and programs led by designated teams.
- Conduct customer experience surveys and gather client expectations.
- Perform general administrative functions in support of unit objectives and mandates.

Marketing Assistant

Aug 2015 - Dec 2016

China Banking Corporation • Makati

- Promote the bank's corporate products and services to clients.
- Cultivate strong business relationships with existing and prospective clients by providing quality customer service and follow-through.
- Generate compensating business for the bank by facilitating loan payments, drawdowns, and drafting credit facility proposals.
- Provide support to all corporate accounts, ensuring all client banking needs are met.

AWARDS AND HONOURS

Graduate with Distinction

2024

Awarded for an outstanding performance in the program (Information Technology Business Analysis). Award indicates an attained overall average of 80%-89% in all courses of the program.