

# Paulo Fernandez

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Waterloo, Ontario, N2J 4Y9

## EDUCATION

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### Information Technology Business Analysis

Conestoga College • Kitchener, Ontario

Jan 2023 - Apr 2024

### Javascript (MERN stack)

Zuitt Coding Bootcamp • Quezon City, Philippines

Aug 2021 - Nov 2021

### Bachelor of Science in Business Administration Major in Marketing Management

Jun 2011 - Jun 2015

University of Santo Tomas • Manila, Philippines

## SKILLS

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Microsoft Office | Microsoft Excel | Microsoft Word | Microsoft Powerpoint | MongoDB | MySQL | NodeJS (express framework) | Express.JS | Frontend - (ReactJS) | Git (Beginner) | Postman (Basic API tests) | HTML5/CSS, Javascript | Java | PHP | Laravel | Springboot | NoSQL | SQL

## WORK EXPERIENCE

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### Applications Developer

Telus International Philippines, Inc. • Pasig, Philippines

May 2022 - Dec 2022

- 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.

### Assistant Relationship Manager

Bank of China Ltd., Manila Branch • Taguig, Philippines

Jan 2017 - Apr 2022

- 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

### **Marketing Assistant**

Aug 2015 - Dec 2016

China Banking Corporation • Makati, Philippines

- 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.

## **AWARDS AND HONOURS**

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### **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.