



Paulo Fernandez

Date of birth: 07/24/1994

Nationality: Philippine

Gender: Male

CONTACT

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EDUCATION AND TRAINING

08/03/2021 – 11/03/2021 – Caswynn Building, 3rd Floor, , 134
Timog Ave, Metro Manila, Quezon, Philippines

Certificate in Javascript (MERN stack)

Zuitt Coding Bootcamp

Learned how to create a fully-functional website using Javascript programming language, as well as the MERN stack (MongoDB, Express JS, React JS, and Node JS).

Field(s) of study

◦ Javascript

<https://zuitt.co/>

06/01/2011 – 06/15/2015 – España Blvd, Sampaloc, , Metro
Manila, Manila , Philippines

Bachelor of Science in Business Administration Major in Marketing Management

University of Santo Tomas

WORK EXPERIENCE

08/01/2021 – CURRENT – Taguig, Philippines

Assistant Relationship Manager

Bank of China Ltd., Manila Branch

- 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

01/03/2016 – 07/31/2021 – Taguig, Philippines

Marketing Associate

Bank of China Ltd., Manila Branch

- 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

08/01/2015 – 12/31/2016 – Makati, Philippines

Marketing Assistant

China Banking Corporation

- 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.

LANGUAGE SKILLS

MOTHER TONGUE(S): Filipino

OTHER LANGUAGE(S):

English

Listening
C2

Reading
C2

**Spoken
production**
C2

**Spoken
interaction**
C2

Writing
C2

DIGITAL SKILLS

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