

PAOLO GARDE

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LinkedIn: <https://www.linkedin.com/in/paologarde>

Portfolio: <https://rpgarde.github.io/paolo-garde-portfolio/> | GitHub: <http://github.com/rpgarde>

Web developer with 8+ years of Operations & Strategy experience working for top global and Australian startups. Studying full-stack web development at University of Sydney with an A+ academic average. Innovative and resourceful developer with a passion for creating delightful customer experiences that solve real-world problems. Experienced in working cross-functionally across Ops, Product, Growth, and C-Suite. Proven experience in project management, analytics, and people management.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL

Applications: GitHub, MySQL

Tools: Express, Node, Handlebars, jQuery, Bootstrap

PROJECTS

Granny Crush

<https://github.com/ZahraMertens/granny-crush> | <https://obscure-dusk-34538.herokuapp.com/>

- **Summary:** Dating web app for seniors
- **Role:** Backend Developer
- **Tools:** Bulma, Handlebars, Node.js, Express, Sequelize, Socket.io, Multer

Tech Blog

<https://github.com/rpgarde/cms-tech-blog> | <https://protected-tor-62513.herokuapp.com/>

- **Summary:** Tech blog which allows user authentication, posts, and comments
- **Role:** Sole author
- **Tools:** HTML, CSS, JavaScript, jQuery, OpenWeatherMap API, Bootstrap

COVID-19 stats

<https://github.com/rpgarde/project-1-covid-stats> | <https://rpgarde.github.io/project-1-covid-stats/>

- **Summary:** Pulls current COVID stats for a country or all-time, using a COVID API
- **Role:** Project lead
- **Tools:** HTML, CSS, Javascript

EXPERIENCE

:Different **2020-Present**
Head of Strategic Operations **Sydney, NSW**

Leading Strategic Operations for :Different, a property management / tech company

Key Accomplishments:

- Built the Field Operations function from the ground up, scaling from ~15 staff to 30+ while managing hiring, onboarding, and ongoing quality.
- Responsible for strategy, budgeting, and tracking of Field Operations costs.
- Managed deployment of improved customer support tooling (Zendesk + Amazon Connect) to a team of 30+ operations staff.

FoodByUs **2018-2020**
Head of Operations **Sydney, NSW**

Led Operations for a B2B marketplace connecting restaurants and suppliers

Key Accomplishments:

- Scaled Manila-based Customer Support Team from 7 to 20 high-performing employees.
- Drove the implementation of our first BI tool (Tableau) and used it to drive our analytics for a recent fundraising round.
- Partnered with sales to develop a new and improved sales cycle, leveraging our new tool at the time, Hubspot.

Uber Australia **2014-2018**
Senior Manager, Community Operations **Sydney, NSW**

Led Customer Support Operations for all ride-sharing in Australia/ New Zealand

Key Accomplishments:

- Built Uber's first outsourcing operations in Manila from 2014-2015, contributing heavily in the analytics & insights space (heavy SQL and Excel).
- Led AU/NZ customer support operations' budget and finance processes between 2016-2018.
- Took overall ownership of ridesharing customer support operations in 2018, accountable for efficiency, quality, and costs.

EDUCATION

Certificate, Full Stack Web Development (ongoing) – University of Sydney Sydney, NSW

Bachelor of Hotel & Restaurant Management – University of the Philippines Manila, PH