

PAOLO GARDE

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LinkedIn: <https://www.linkedin.com/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

Tools: Bootstrap, JQuery

PROJECTS

COVID Stats

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

- Summary: COVID stats app using COVID-19 API
- Role: Project Lead + Tech Lead
- Tools: HTML, CSS, JavaScript, Bulma, GoogleFonts, COVID-19 API

Weather Dash

<https://github.com/rpgarde/weather-dashboard> | <https://rpgarde.github.io/weather-dashboard/>

- Summary: Weather app that provides current and future weather forecasts in cities.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, jQuery, OpenWeatherMap API, Bootstrap

Javascript Coding Quiz

<https://github.com/rpgarde/coding-quiz> | <https://rpgarde.github.io/coding-quiz>

- Summary: Tests the user's coding knowledge on Javascript with a timed 5-point quiz.
- Role: Sole author
- 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**

Served customers from all areas of the world in a high-paced, high-energy family dining restaurant.

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

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