

PAOLO GARDE

+61 412 957 544 | rpgarde@gmail.com | Sydney, NSW

LinkedIn: [paologarde](#) | **Portfolio:** rpgarde.github.io/pg-react-portfolio | **GitHub:** [rpgarde](#)

Web developer with 8+ years of Operations & Strategy experience working for top global and Australian startups. Certificate in 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

Frontend: HTML, CSS, JQuery, Javascript, Bootstrap, React

Backend: MySQL, MongoDB, Express, Node.js, GraphQL

PROJECTS

roomEZ

<https://github.com/rpgarde/roomez> | <https://roomez.herokuapp.com/>

- **Summary:** Web app for share house dwellers to manage chores, bills, and messages
- **Role:** Sole author
- **Tools:** React, Express, Node.js, Mongoose, MongoDB, GraphQL, Apollo, JWT, AWS S3

Granny Crush

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

- **Summary:** Dating web app for seniors with file upload and live chat functionality
- **Role:** Backend Developer
- **Tools:** Bulma, Handlebars, Node.js, Express, Sequelize, Socket.io, Multer

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:** Javascript, Bulma, COVID-19 API, Local storage

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 – University of Sydney

Sydney, NSW

Bachelor of Hotel & Restaurant Management – University of the Philippines

Manila, PH