

Paulo Fernandez

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IT professional with a strong background in customer service, technical troubleshooting, and communication. Experienced in resolving client issues through active listening, analytical thinking, and clear communication across phone, chat, and in-person channels. Skilled at diagnosing and resolving technical problems, coordinating cross-functional support, and ensuring positive customer experiences.

Brings over five years of experience in both customer-facing and technical roles, combining service excellence with a solid understanding of software systems and IT environments.

Passionate about providing personalized, accurate, and timely solutions that exceed client expectations.

Work Experience

AI Trainer (Part-Time, Generalist)

Nov 2025 - Present

Outlier AI

- Create, review, and refine training datasets used to develop and improve AI/ML models, ensuring accuracy, clarity, and adherence to project guidelines.
- Label, annotate, and categorize text, images, audio, or other data types using internal tools and platforms.
- Evaluate AI model outputs for quality, correctness, safety, and relevance across various domains (e.g., customer service, content generation, coding, reasoning).
- Provide clear written explanations, corrections, and examples to guide model behavior and improve performance.

Inventory Supervisor

Jan 2025 - Present

Western Inventory Services International

- Collaborates with the Area Manager to lead on-site inventory events across multiple customer locations, ensuring adherence to WIS standardized processes and achieving operational excellence.
- Supports the planning and coordination of district travel and equipment logistics to ensure timely and efficient execution of inventory operations.

- Resolves on-site issues and addresses immediate concerns during inventory events to maintain smooth operations.
- Delivers exceptional customer service by demonstrating a strong customer-first mindset, maintaining professional and timely communication, and ensuring a high standard of operational performance.
- Provides clear guidance and training to Inventory Associates, ensuring they are well-prepared and knowledgeable about each event's procedures.
- Consistently promotes and practices safety standards, ensuring a secure environment for all team members during inventory activities.
- Serves as the designated backup to the Area Manager, assuming leadership responsibilities when required.
- Demonstrates a strong work ethic with a focus on collaboration, adaptability, and achieving team goals in a fast-paced environment.

Java Developer

May 2022 - Dec 2022

Telus International Philippines

- Delivered a seamless and cohesive user experience across multiple devices.
- Designed and developed scalable solutions with a strong focus on performance and security.
- Demonstrated a commitment to continuous learning and staying current with emerging technologies.
- Documented workflows and processes clearly and efficiently when required.
- Collaborated effectively with team members to build robust and reliable solutions.
- Participated in code reviews and contributed to continuous code improvement
- Maintained and refactored the codebase to ensure long-term stability and readability.
- Created and maintained comprehensive documentation for APIs and reusable components.
- Integrated accessibility best practices into the development workflow.
- Applied knowledge of database management and architectural principles.
- Stayed informed about technologies and tools used by other teams to ensure alignment.
- Worked closely with designers to communicate technical constraints and possibilities.
- Proactively identified bottlenecks and inefficiencies in the codebase and suggested improvements.
- Rapidly prototyped and tested solutions to support team objectives and deliverables.

Assistant Relationship Manager – Institutional Banking

Jan 2017 - Apr 2022

Bank of China Ltd., Manila Branch / Manila

- Led the onboarding and compliance documentation process for corporate and institutional clients, including foreign bank branches.
- Conducted risk-based KYC reviews, ownership analysis, and document validation in accordance with AML regulations and internal policies.
- Collaborated closely with compliance, legal, and operations teams to ensure adherence to FINTRAC guidelines and FATF recommendations.
- Reviewed corporate structures, financial statements, and legal forms to support client due diligence and transaction monitoring.
- Addressed compliance alerts and supported remediation of documentation gaps and periodic KYC refreshes.
- Maintained comprehensive records and prepared detailed internal reports for compliance and audit teams.
- Provided training and guidance on client documentation requirements and supported client interactions during onboarding.

Projects

Fullstack E-Commerce Website Application

Fully functional website for car exchanges. Built using MongoDB, Express, React, and Node JS. Key features include user registration, login, and authentication, dynamic search and filtering, and a responsive and minimalist design

Fullstack Chat Application

Fully functional chat application built using MongoDB, Express, React, and NodeJS alongside TailwindCSS (DaisyUI) for styling and Socket.IO for real-time communication. The application features real-time messaging update, user authentication, and a responsive design.

Fullstack Gaming E-Commerce Application

An end-to-end e-commerce gaming platform built using MongoDB, Express, React, and Node JS. Styled with Tailwind CSS, it features a minimalistic and responsive design, user authentication, product browsing, and shopping cart management.

Capstone Project: Applying Predictive Analytics to Determine Consumer Banking Behaviors for BMO

The capstone project leverages on predictive analytics to identify patterns on consumer banking behaviors to provide actionable insights to improve client acquisition, retention, and personalized service delivery for BMO's portfolio of clients.

Core Skills

Customer Service & Support: Call Handling, Active Listening, Empathy, Customer Relationship Management, Issue Resolution, Complaint Handling, Cross-Functional Coordination

Technical Skills: Technical Troubleshooting, Diagnostics Tools, Data Entry Accuracy, Ticket Management, Microsoft Office (Word, Excel, Outlook), Windows/Mac/Linux Environments

Communication: English Proficiency, Clear Written and Verbal Communication, Conflict Resolution, Professional Phone Etiquette

Other: Adaptability, Problem-Solving, Multitasking, Attention to Detail, Scheduling and Follow-Ups, Bilingual Communication (if applicable)

Education

Conestoga College	Jan 2023 - Apr 2024
Post-Graduate Diploma Information Technology Business Analysis	

Zuitt Coding Bootcamp	Aug 2021 - Nov 2021
Certificate Web Development (MERN)	

University of Santo Tomas	Jun 2011 - Jun 2015
Bachelor of Science Business Administration – Major in Marketing Management	

Awards

Graduate with Distinction	Jan 2024
Conestoga College	

Awarded for excellence in the Information Technology Business Analysis program.