

KENNETH ISAAC G. BERNARDINO

Software Engineer | Full-Stack JavaScript Development | Cyber Security & AI

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PROFESSIONAL SUMMARY

Software Engineer with experience building and supporting business applications for global organisations including QBE, DXC Technology, and Fuji Xerox. Between 2023 and 2026, completed a Master of Information Technology (Cyber Security) in Sydney, Australia, while working in a supervisory role to support studies. Has since completed further training in full-stack web development and generative AI through IBM and Vanderbilt University courses on Coursera. Now looking for a software engineering, web development, or cyber security-related role that brings together solid industry experience with up-to-date technical skills.

CORE SKILLS

Web Development	JavaScript, React, Node.js, HTML, CSS, Git & GitHub, SQL
Cloud & Tools	Cloud-Based Applications, Agile
AI Skills	ChatGPT and Generative AI Tools, Prompt Engineering, AI-Assisted Coding and Data Analysis
Cyber Security	Network & Cloud Security Basics, Risk Assessment, Incident Response
Support & Delivery	Application Support, Incident Management, ServiceNow, Jira

PROFESSIONAL EXPERIENCE

Senior Software Engineer	— QBE Group Shared Services Centre – Philippines	Feb 2022 – Dec 2022
- Led delivery of BAU and Qnect customer communication solutions, ensuring compliant and scalable implementations. - Designed and developed dynamic communication templates for print and digital customer correspondence. - Implemented workflow optimisation and performance improvements, reducing template turnaround time by approximately 20–30%. - Managed complex variable data processing and business rules supporting high-volume personalised customer communications across multiple insurance correspondence streams. - Collaborated with Business Analysts, QA, UAT, and deployment teams to support successful production releases. - Participated in Agile Scrum ceremonies, contributing to sprint planning, reviews, and continuous delivery. - Performed troubleshooting, root cause analysis, and production support for enterprise systems.		
Technology Consultant II	— DXC Technology Philippines	Aug 2019 – Feb 2022
- Delivered technical consulting and application support across enterprise IT systems. - Conducted system analysis, configuration, and platform implementation for enterprise clients. - Handled incident management and service requests within SLA targets, supporting enterprise applications used across multiple business units. - Supported release management, deployment validation, and SDLC delivery across Agile environments, contributing to stable production releases and reduced post-deployment defects. - Developed technical documentation and knowledge base materials to improve operational support. - Collaborated with cross-functional stakeholders to support system integration, resolve production incidents, and deliver continuous service improvements. - Ensured compliance with IT governance, security policies, and organisational standards.		
Systems Analyst	— Fuji Xerox Singapore Pte Ltd	Oct 2018 – Jul 2019
- Supported output generation systems for the Housing Development Board (HDB) Singapore, producing high-volume customer communications for nationwide correspondence delivery. - Designed and implemented automated document workflows. - Performed system debugging, integration testing, and validation to ensure accurate document outputs. - Improved quality assurance and compliance controls within communication workflows. - Prepared technical specifications and workflow documentation for system maintenance and knowledge transfer.		
Programmer Analyst	— DXC Technology Philippines	Aug 2014 – Oct 2018

- Developed and maintained enterprise applications supporting business operations.
- Built automated batch processes and workflow automation to improve system efficiency.
- Implemented bug fixes, enhancements, and change requests across multiple releases.
- Used JIRA for task tracking and Agile project management.
- Produced technical documentation and deployment support materials.
- Provided production support and troubleshooting to maintain system availability.

Document Automation Support — Earlier Career (Australian Clients)

- Supported document automation projects for Australian clients, focusing on variable data communication processing and template workflow development.
- Assisted with testing, debugging, and ensuring compliant, high-quality document outputs for print and digital delivery.

ADDITIONAL EXPERIENCE

Customer Service & Operations Supervisor — Ippudo Australia Pty Ltd (while completing postgraduate studies)

Apr 2023 – May 2026

- Supported daily operations in a fast-paced, high-volume environment while completing a Master's degree, ensuring smooth service delivery and strong customer satisfaction.
- Provided shift leadership by coordinating team workflow, assisting staff during peak periods, and maintaining consistent service standards.
- Applied problem-solving and process-focused thinking to address operational challenges and improve efficiency.
- Demonstrated adaptability, reliability, and time management balancing operational responsibilities alongside full-time postgraduate study.

EDUCATION

Master of Information Technology (Cyber Security Specialisation)

King's Own Institute, Sydney, Australia | 2023 – 2025

CERTIFICATIONS

IBM Full-Stack JavaScript Developer — Professional Certificate (12 courses)

IBM Skills Network, via Coursera | Jul 2026

- Built web pages and interactive interfaces using HTML, CSS, JavaScript, and React.
- Built back-end servers, APIs, and databases using Node.js, Express, and Git/GitHub.
- Completed a full-stack capstone project and interview preparation for developer roles.

Verify: <https://coursera.org/verify/professional-cert/GWIHCZZP7EW>

Generative AI for Software Developers — Specialization (3 courses)

IBM Skills Network, via Coursera | Jul 2026

- Learned what generative AI is and how it's used in real-world software projects.
- Practised writing effective prompts to get useful results from AI tools.
- Applied AI to everyday development tasks: writing code, finding bugs, and improving code quality.

Verify: <https://coursera.org/verify/specialization/CFRMTB98331Y>

Generative AI Data Analyst — Specialization (4 courses)

Vanderbilt University, via Coursera | Jun 2026

- Used ChatGPT and other AI tools to explore and analyse data, including SQL-based analysis.
- Worked with data in Excel-style spreadsheets using AI-assisted techniques.
- Practised writing clear prompts to turn raw data into insights and easy-to-understand stories.

Verify: <https://coursera.org/verify/specialization/DOQYNN1187XC>