

# AYO FERNANDO

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## PROFESSIONAL SUMMARY

Qualified arbitrator and mediator for Civil & Family in the State of Texas.

Prepared to perform neutral & non-biased mediations and arbitrations in legal disputes to help find lasting solutions.

## SKILLS

Facilitate effective communication through active listening and interpersonal skills.

Caring Professional that facilitates effective communications to discuss options to satisfy interests of both parties.

Flexible style and strong desire to help others to find long term solutions.

## WORK HISTORY

- **SMU Dispute Resolution Center, Plano** **2017 – To date**  
Experienced in Civil and Family dispute resolutions.  
Specializations
  - Family Mediation
  - Family Violence Dynamics Mediation
- **Speaker at different events on Mediation and Dispute Resolution** **2017 – To date**
- **IT professional in public service at City of Plano, Texas** **2010 – To date**

## CERTIFICATIONS / EDUCATION

- **Mediation & Dispute Resolution Training - 2015 & 2016** - 80 hrs of Dispute Resolution training
- **Domestic Relations & Dispute Resolution Training 2017** - 24 hrs of Family mediation training
- **Family Violence dynamics Training 2017** - 4 hrs of Parent-Child Relationships training
- **Executive Development Certificate - 2016** - 1 yr Management Training by City of Plano, TX
- **BCS - 1996 The British Computer Society** - Currently The Chartered Institute for IT)  
Equivalent to a 4 year degree in USA
- **MBCS - 1997 Member of British Computer Society** - Currently The Chartered Institute for IT)  
A corporate (chartered) grade carrying the voting rights and the rights to use the post nominal letters MBC

**Other Related Trainings** - Diversity & Inclusion, Dealing with Difficult People, Harassment Prevention, Work Place Harassment, Transforming Leadership, Repairing Relationships, Negotiation, Emotional Intelligence, The Role of Trust, Communication Styles, Working Dynamics of Complains, etc.

## VOLUNTEER EXPERIENCE AND LEADERSHIP

- A) President/ VP Public Relations/ Secretary positions of three Toastmaster Clubs 2016 Jul- To date
- B) Area 44 Director, Club Coach Chair & Outstanding District 50 awards from Toastmasters 2017 Jul-To date
- C) Boy Scout Merit Badge Counselor & Troop Committee Member for Troop 1914 2014 – To date
- D) Troop Committee member - Boy Scout Troop 1914 2014
- E) Cub Scout Den Leader - Leader responsible for a Den of 7-9 boys 2009 - 2013
- F) Sunday school teacher for teenagers 1985 – 1995