

AYO FERNANDO

(972)- 363-3357 longtermresolutions@outlook.com



PROFESSIONAL SUMMARY

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

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

SKILLS

Compassionate and impartial mediator with strong active listening, communication, and interpersonal skills.

Facilitates constructive discussions, helps parties identify common interests, and guides them toward practical, mutually acceptable resolutions.

Recognized for a flexible mediation style and a commitment to resolving disputes efficiently while helping parties avoid unnecessary litigation.

WORK HISTORY

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| ➤ SMU Dispute Resolution Center, Plano | 2017 – 2020 |
| Experienced in Civil and Family dispute resolutions. | |
| Specializations – Family mediation & Family Violence Dynamics Mediation | |
| ➤ Texas Department of Insurance (TDI) | 2020 – To date |
| Experienced in Healthcare and Insurance mediations - Civil | |
| ➤ Speaker at various events on Dispute Resolution | 2017 – To date |
| ➤ IT professional in public service at City of Plano, Texas | 2010 – To date |

CERTIFICATIONS / EDUCATION

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| ➤ Credentialed Distinguished Mediator (CDM) | - Texas Mediator Credentialing Association 2026 |
| ➤ Mediation & Dispute Resolution Training - 2015 & 2016 | - 80 hrs. of Dispute Resolution training |
| ➤ Domestic Relations & Dispute Resolution Training 2017 | - 40 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 - Negotiation, Brackets in negotiations Diversity & Inclusion, Dealing with Difficult People, Harassment Prevention, Workplace Harassment, Repairing Relationships, Emotional Intelligence, The Role of Trust, Communication Styles, Working Dynamics of Complains, etc.

VOLUNTEER EXPERIENCE AND LEADERSHIP

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| A) President, VP Public Relations, Secretary positions of three Toastmaster Clubs | 2016 Jul- 2025 |
| B) Area 44 Director, Club Coach Chair & Outstanding District 50 awards from Toastmasters | 2017 Jul-2025 |
| C) Boy Scout Merit Badge Counselor & Troop Committee Member for Troop 1914 | 2014 – 2024 |
| D) Cub Scout Den Leader - Leader responsible for a Den of 7-9 boys | 2009 - 2013 |
| E) Sunday school teacher for teenagers | 1985 – 1995 |