



Gerome Almario Tayao

IT SERVICE MANAGEMENT SPECIALIST AND
MULTIMEDIA DESIGNER

CONTACT ME

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- Poblacion, Plaridel, Bulacan

SKILLS

- Microsoft Office
- Google Workspace
- Canva
- Adobe Photoshop
- Adobe Animate (former Adobe Flash)
- Wondershare Filmora
- Capcut
- Basic Programming: HTML, CSS, JavaScript, Java, C++, C#, SQL, ActionScript, Lego Mindstorms Robotics
- Technopreneurship and Business Modeling
- Digital Marketing
- Email Marketing and Automation
- Information Management
- Project Management
- Service Level Management
- Customer Support
- Incident and Problem Management
- Social Media Content Creation and Management

WORK EXPERIENCE

IT Service Management Specialist January – May 2024
Results Marketing Partners | Lititz, Pennsylvania

I diagnose and resolve IT issues promptly, prioritizing tickets for efficient service restoration. I analyze recurring issues, implement preventive measures to enhance system reliability, ensure seamless IT infrastructure changes, communicate effectively, minimize user disruption, monitor service performance, and actively contribute to continuous improvement initiatives to boost service quality and efficiency.

Work Immersion Employee November 2019
General Service Office | Municipality of Plaridel Bulacan

Sets plans, strategies, and programs for purchasing, property management, maintenance, and other general administration services, and ensures their efficient implementation and adherence to laws and standards. Aids in the planning and execution of special events. Performs preparation of purchase orders and contractual agreements.

Graphic Designer and Multimedia Artist 2017 – Present
Freelance (Commission Based)

Develops visual assets to be used in campaigns, websites, and printed products by developing visual concepts, coordinating with a variety of clients. Being highly proficient in various multimedia software, both on mobile and computer platforms, such as Photoshop, Animate, Filmora, Canva, Picsart, etc.

EDUCATION

Tertiary Education 2020 - 2024
**Bachelor of Science in Information Technology
with Specialization in Service Management**
Bulacan State University – Main Campus
Guinhawa, City of Malolos, Bulacan

Secondary Education 2014 - 2020
**Senior High School: Academic Track – STEM Strand
(Science, Technology, Engineering, and Mathematics)**
St. James Academy Plaridel Bulacan Inc.
Sta. Ines, Plaridel, Bulacan

Primary Education 2008 - 2014
Plaridel Elementary School
Poblacion, Plaridel, Bulacan

RECOGNITION /
ACADEMIC DISTINCTION

- **Magna Cum Laude**
(Candidate)
- **Philippine Startup Challenge - Regional Pitching Competition** | Finalist (2023)
- **PSITE-IRCITE IT Marketing Competition: 3rd Place** (2023)
- **Consistent Alab Outstanding BSIT Student Awardee** (2021-2022 and 2022-2023)
- **Alab Leadership Award** (2021-2022)
- **Consistent Gintong Hiraya Awardee: Dean's Lister** (2021-2024)
- **Consistent Academic Excellence Awardee: With Honors** (2018-2020)
- **Artist of the Year** (2019-2020)
- **SJA Media Club Gold Medal Award** (2019-2020)
- **Lector Commentator Bar-pin Award** (2019 - 2020)
- **Drum and Lyre Gold Medal Award** (2017 - 2018)
- **Choir Bar-pin Award** (2017 - 2018)
- **ITCup 2017 Animation Category** | Top10 Finalist
- **Consistent Best in Computer** (2016-2018)

PROJECTS

- **Development of Web-Based Community Management Information System for Pandi Resettlement Residences: Basis for the Sustainability of SIM Adopt-A-Barangay Program** | Capstone and Research Project
- **Inventory Management System for Rural Health Units** | Project for Web Systems and Technologies and System Analysis and Design
- **Vista Plus: A Visitor Management System for the Home for the Aged** | Project for Object-Oriented Programming and Advance Database Svstems

SHORT COURSES AND CERTIFICATIONS

- **Certified Associate In Scrum Fundamentals - CASF™**
Certiprof | March 28, 2024
- **Business Model Canvas Essentials Professional Certification - BMCEPC™**
Certiprof | December 30, 2023
- **Digital Marketing Professional Certificate - DMPC™**
Certiprof | December 23, 2023
- **Innovation and System Logic**
International Business School – IBS Americas | July 25, 2022
- **Remote Work Professional Certification | RWPC™**
CertiProf | February 26, 2023
- **ISO/IEC 20000 IT Service Management Associate™**
SkillFront | October 20, 2022
- **Foundations of Business and Entrepreneurship**
SkillFront | September 11, 2022
- **- Setting Up Computer Networks**
- Installing and Configuring Computer Systems
- Introduction to CSS (Computer System Servicing)
- Performing Solid Waste Management in the Workplace
TESDA (Technical Education and Skills Development Authority)
Online Program | December 24, 2021 - June 12, 2022

AFFILIATIONS (CLUBS & ORGANIZATIONS)

- **BuISU Microsoft Student Community**
Co-Director for Multimedia (2023-2024)
Member (2022 - 2023)
- **Junior Academic Research Enthusiast Society**
Member (2021 - 2024)
- **Society for the Welfare of Information Technology Students**
Board Member for Graphics (2023-2024)
Graphic Designer (2021 - 2023)
Layout Artist (2020 - 2021)
- **SJA Media Club**
Auditor (2019 - 2020)
- **Math and Science Club**
Treasurer (2019 - 2020)
- **SJA CompAC: Computer and Arts Club**
Vice-President (2018 - 2019)
- **SJA Drum and Lyre Club**
President (2017 - 2018)
Vice-President (2016 - 2017)
Public Relations Officer (2015 - 2016)
Gr.7 Representative (2014 - 2015)
- **SJA Choir**
Member (2016 - 2018)
- **Altar Servers Club**
Member (2014 - 2016)

SEMINARS AND FORA

- **“Digital Mindset: Navigating Startup Challenges to Maximize Success”**
Department if Information and Communications Technology
Region3 | March 14, 2023
- **“2nd Lightbourn of Technology: Applied Observability”**
Society for the Welfare of Information Technology Students

CHARACTER REFERENCES

- **Mrs. Perlita D.C. Solomon**
Faculty, St. James Academy
Plaridel Bulacan Inc.
+63 917 170 2481
- **Mr. Ralph S. Santiago**
Faculty, St. James Academy
Plaridel Bulacan Inc.
+63 998 596 1127
- **Dr. Josephine R. Bayonito**
Professor VI, Bulacan State
University, College of
Information and
Communications Technology
+63 190 794 875

DECLARATION

I, Gerome A. Tayao, do hereby declare that every detail provided in this CV or Resume reflects my genuine experiences and qualifications. I assure you that I have taken great care to ensure the accuracy and truthfulness of the information presented here. I am fully aware that any false statements or misrepresentations could have serious consequences, potentially leading to my disqualification from consideration for employment opportunities. Therefore, I want to reaffirm my commitment to honesty and integrity throughout this application process.

Gerome A. Tayao

- February 11, 2023
- **"1st Lightbourn of Technology: Industry Cloud Platform"**
Society for the Welfare of Information Technology Students
January 28, 2023
 - **Adobe Photoshop Workshop**
"Envision 2022: Transform Your Creativity Into Reality"
University of the Philippines Los Banos Industrial Engineering
Students' Organization | September 9, 2022
 - **"Fake News Slayers: Pinas Forward Fact Checking Webinar"**
Pinas Forward Academy
June 18, 2022 and June 25, 2022
 - **"Revisiting our Health and Well-Being in Times of Stress"**
Society for the Welfare of Information Technology Students
February 19, 2022
 - **"Revamp: The New Tech Odyssey, Exploring the New and Challenging Era of Tech the CICT Way"**
"Looking through the Lens of Mobile Photography"
Cursor Publication, BulSU College of Information Communication
Technology
April 27, 2022
 - **"The Quadrivial Projection of Technology: Talks with 21st Century Experts"**
"New Trends: The Generative Artificial Intelligence"
"Tech for Good: Fighting the Good Fight to Solve UN Sustainable Development Goals"
Society for the Welfare of Information Technology Students
December 2, 2021
 - **"Kaka-computer Mo 'Yan! Raising the Digital Child"**
Pinas Forward Academy
September 04, 2021
 - **"E Ligtas: Blocking the Dangers of the Online World"**
Pinas Forward Academy
August 20, 2021
 - **"Responsible Netizenship: How to Skillfully Navigate Social Media"**
STI Student Development and Welfare Group
August 6, 2021
 - **"Organization Unity Transition to New Normal"**
BulSu Office of the Student Organizations and Activities
January 22, 2021
 - **"Y4IT: Youth Congress on Information Technology"**
UP System Information Technology Foundation
December 13, 2020
 - **Pre-Immersion Seminar**
"Empowered Jamean Leaders, Gifted Thru Academic Excellence"
St. James Academy Plaridel Bulacan Inc.
September 12, 2019
 - **Career and Vocation Seminar**
"Your Decision is Your Future and Your Future Begins Today"
St. James Academy Plaridel Bulacan Inc.
September 13, 2019