

# JERICO BERME

## Digital Operations & EdTech Technologist

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### Professional Summary

Forward-thinking IT professional with a proven track record in high-volume digital content governance and data compliance. Expert in leveraging Generative AI and Google Workspace ecosystems to optimize operational workflows. Combining technical proficiency in IT administration with acute analytical skills to drive process efficiency, quality assurance, and digital transformation.

### Core Competencies

- **Digital Governance:** Content Moderation, Risk Mitigation.
- **EdTech:** Google Admin, LMS, GenAI Implementation.
- **Ops:** Data Analysis, Strategic Research, QA.

### Technical Skills

- **AI & Google:** Gemini, Workspace Admin Console.
- **Creative:** Adobe Photoshop, Lightroom, After Effects.
- **Office:** MS 365, CRM Tools, IT Troubleshooting.

### Professional Experience

#### TELEPERFORMANCE *Content Moderator & Compliance Analyst* Alabang | 2023

- **Orchestrated** the review of high-volume digital assets, consistently maintaining quality assurance scores above 98% in a high-pressure, metric-driven environment.
- **Engineered** rapid-response protocols for flagging sensitive material, ensuring strict adherence to evolving community guidelines and legal compliance standards.
- **Analyzed** complex data trends to identify emerging content risks, providing actionable insights that streamlined moderation workflows.
- **Championed** data privacy and discretion while managing sensitive information, effectively safeguarding client reputation.

#### FREELANCE *Digital Imaging Specialist & Project Lead* Manila | 2018 – 2020

- **Directed** end-to-end creative projects, utilizing Adobe Photoshop and Lightroom to deliver visual assets aligned with specific branding requirements.
- **Cultivated** strong client relationships through effective communication, resulting in high repeat business.
- **Accelerated** project turnaround times by 20% through efficient editing workflows.

### Certifications & Eligibility

- **Gemini Certified Educator** (Google, Jan 2026 – 2029)  
Focus: AI Implementation in Education & Operations.
- **Google Certified Educator: Level 2** (Google, Jan 2026 – 2029)  
Focus: Advanced Google Workspace Implementation.

### Education

**Bachelor of Science in Information Technology** *STI College Alabang* 2020