

KARL MATTHEW H. MERCADO

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PROFESSIONAL SUMMARY

Administrative operations professional with 1.5 years of experience in financial processing, documentation verification, digital records management, and stakeholder coordination. Skilled in managing high-volume operational workflows and maintaining data accuracy, and with a strong focus on efficiency, organization, and process improvement.

WORK EXPERIENCE

EM-A CAPITAL CORPORATION

Posting Staff

Nov 2024 – Feb 2026

- Processed and verified 200+ client financial records daily across 43 branches using an internal CRM-style system, maintaining data accuracy and meeting operational deadlines.
- Served as the primary liaison between branch officers, operations head, and audit teams, following up on pending reports, resolving documentation issues, and supporting timely completion.
- Reviewed and validated supporting documents and financial records for completeness, accuracy, and compliance before escalation.
- Maintained and organized digital filing systems for financial documentation, supporting audit readiness, and efficient document retrieval.
- Monitored financial records across multiple branches, helping maintain accurate tracking and timely operational handoffs.

PROJECTS

AI ADMINISTRATIVE OPERATIONS AUTOMATION

Aug 2026

Independent Project | n8n, AI, Google Workspace

- Built three connected workflows for AI request classification and priority routing, Google Calendar scheduling, RSVP-to-Sheets status synchronization, and a daily HTML operations brief.
- Automated request intake, operational reporting and status tracking using structured AI outputs and Calendar integrations.

AI LEAD QUALIFICATION & CONTACT AUTOMATION

Jul 2026

Independent Project | Make, AI Toolkit, Webhooks, Google Sheets, Gmail

- Connected a portfolio contact form to a Make webhook, classified inquiries as High or Low Intent with AI, routed leads into separate trackers, and sent branded Gmail alerts with the AI assessment.
- Designed end-to-end lead intake workflow covering AI-based qualification, conditional routing, and follow-up notifications.

AI CUSTOMER SUPPORT TRIAGE SYSTEM

Apr 2026

Independent Project | n8n, LLM, Structured Output, Routing

- Designed a support workflow that structures inbound requests, classifies intent and urgency, and routes the appropriate operational follow-up.
- Applied structured AI output and workflow logic to reduce manual reviews and support faster response handling.

EDUCATION

HOLY ANGEL UNIVERSITY

May 2024

Bachelor of Science in Information Technology

ADDITIONAL

Operations & Tools: Financial Processing Support, Documentation Verification, Digital Filing, Record Management, Data Entry, Data Reconciliation, Stakeholder Coordination, Google Workspace, Microsoft Office, Internal CRM

AI & Automation: n8n, Make, Custom Webhooks, AI/LLM Classification, Structured Output, Workflow Routing, WordPress

Certifications: Soft Skills for IT, Google Analytics, SEO Certified, Digital Marketing Certified