



**Certified  
AI Leader**

DATE ISSUED

**March 2026**

 **Lead with AI**

VALID UNTIL  
MARCH 2027

This Certifies That

**Darlene Pardjo**

Has Demonstrated Practical Expertise By Implementing  
A Minimum Of Three AI Assistants.

Hereby Recognized As A

**Certified Advanced  
AI Leader**

CONDUCTED BY

A handwritten signature in black ink, appearing to read 'Daan van Rossum'.

**Daan van Rossum**

FOUNDER & CEO, LEAD WITH AI



# Darlene Pardjo's AI Assistants



**Darlene Pardjo**  
March 2026



Team Coaching Assistant

**Gemini Gem**

Drafts 1:1 agendas and reflective coaching questions for team members



Capacity Planner

**ChatGPT**

Plans team capacity, balances workloads, and identifies SLA risks based on availability and ticket volume.



Macro & FAQ Writer

**ChatGPT**

Creates support macros, refines FAQs, and writes Help Center articles from common inquiries