Opalyn B. BOLDA

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# PROFESSIONAL SUMMARY



I am a meticulous and proactive professional with extensive experience in customer service and administrative roles. As a Customer Service Representative, I excel at handling customer inquiries, using RACPAD tools for agreement management, and communicating effectively through Salesforce. My role also involves making follow-up calls to enhance customer satisfaction. Previously, as a Parish Secretary, I managed daily transactions, prepared detailed monthly reports, and handled the issuance of parish certificates. My background demonstrates a strong capability in managing administrative tasks efficiently while maintaining accurate and organized records.

# WORK EXPERIENCE



Customer Service Representative | Sutherland Cam. Sur | Cadlan Pili,

Camarines Sur, Philippines

January 2022 – Present

* Provide support to customers regarding their purchase inquiries and needs.
* Utilize RACPAD tools to generate and manage customer agreements.
* Engage with customers through Salesforce for effective communication.
* Make follow-up calls to customers, when necessary, based on their preferences.

Parish Secretary | Saint Anne Parish | Magarao, Camarines Sur, Philippines October 2019 – January 2022

* Managed the daily recording of all incoming and outgoing transactions.
* Compiled and submitted monthly financial and operational reports.
* Oversaw the issuance and management of parish certificates.  Handle cash collection and remit to bank

# EDUCATION



Bachelor of Arts in English Language

Central Bicol State University of Agriculture Calabanga Campus October 2015 - October 2019 SKILLS



* Attention to details
* Effective Communication
* Time Management
* Problem solving
* Critical Thinker
* Service Oriented
* Working under pressure & less supervision

SOFTWARES AND APPS USED

* Salesforce
* Microsoft Office
* Gmail
* Emily
* Niceincontact
* Five9