

LYELA DARLENE A. OPIANA



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12/18/2003

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SKILLS

- Enthusiastic
- Excellent communication skills
- Very good at handling tasks and can work under pressure.
- Result-oriented, excellent in time management, and proficient in multitasking.
- Knowledgeable in programming languages: (Java, JavaScript, Python, HTML, C++, C#)
- Proficient in cloud computing, Integrations and data analysis
- Proficient in CRMS, Scheduling Tools (Calendly, Hubspot, etc.) and Microsoft Office applications
- Team-oriented, dependable, and able to work well with others.

LANGUAGES

- Tagalog (Fluent)
- Ilocano (Fluent)
- English (Fluent)



PROFILE

Empathetic and driven, I am passionate about making a difference through my work. With my background, I aim to use my skills to help others while achieving measurable success. I'm always eager to contribute, whether it's developing new strategies, advocating for clients, or building relationships within the community



EDUCATION

Saint Louis School Center (SLSC) 2010 - 2016
Recognized as an honor student from Grade 1 to Grade 6

Saint Louis of Pacdal (SLP) 2017 - 2019
Achievement of Best in Science and English from 1st year to 3rd year

Saint Louis University (JHS) 2019 - 2020
Recognized as an honor student for 4th year

Saint Louis University (SHS) 2020 - 2022
Accomplished Grade 11 and 12 STEM - Engineering

University of the Cordillera (Undergraduate) 2023 - 2025
Took Bachelor's of Science and Information Technology Majoring in Web Technology



WORK EXPERIENCE

NUAGE9 & SOAR GROUP (UK) JUNE 2025 - MARCH 2026
Research Associate & Admin Assistant

- Gather and compiled qualified profiles in LinkedIn, Sales Navigator, Lush & Rocket Reach.
- Researched multiple websites for open job adverts depending on the required industry (Healthcare, Life Science, Legal, Finance, Renewable Energy, etc.)
- Used Microsoft Office, Google Sheet, Excel, and Outlook for data entry and documentation in admin tasks
- Worked with research groups, gathering important information to be sent by scheduled time and date

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WORK EXPERIENCE

CRM Kraft

APRIL 2025 - JUNE 2025

Technical Assistant / Head of IT Sales

- Edited and created automations using Zapier and Make for clients' requests at the CRMs
- Lead Generation for Sales reps with the use of filtering in Close CRM
- Onboarded and Offboarded employees using Google Workspace/MS Office who will work in the company, creating their work email and giving them access for their specific work.

Outsourced Doers

FEBRUARY 2025

Digital Marketing VA

- Trained for Digital Marketing and gained knowledge to being a VA
- Studied in their course of Marketing Design, Design Assets and Elements
- Passed their course for Law of Graphic Design

Weavetech Networks Inc.

FEBRUARY 2023 - JANUARY 2025

CSR/TSR

- Customer Service and Technical Representative using 3CX and Meta chat for assistance with CRM Tools for troubleshooting.
- Awarded Employee of the Month, Best Team Player, and Excellence in Performance.
- Conducted Sales Call for interested clients availing our service.

Speak EC

JANUARY 2023 - FEBRUARY 2023

Trained with an ESL Account

- Skype and Zoom calls to students from different countries, teaching proper grammar, pronunciation, and vocabulary.

The Plaza Lodge

MARCH 2021 - JULY 2021

Front Office Staff

- Well-handled customer calls and requests with inquiries and high demands.
- Gave warm greetings to incoming guests or walk-ins.

The Plaza Lodge

DECEMBER 2021 - 2022

F&B Wait staff and Banquet Staff

- Worked passionately and fluently in customer service in a semi-fine dining restaurant.
- Maintained a high tip average thanks to consistent customer satisfaction.
- Completed Customer Care and Proper Service procedures training.