

JEADINE BOLDIOS

Customer Service Representative | Back Office Operations | Virtual Assistant

Cebu City, Philippines | jeaboldios@gmail.com | +639491693707 | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Detail-oriented and reliable remote operations professional with 6+ years of experience supporting US-based clients across data privacy compliance, reputation management, back-office operations, and customer support. Specialized in processing CCPA/CPRA Data Subject Requests (Right to Delete), managing end-to-end Trustpilot reputation recovery workflows, and maintaining high-accuracy records in high-volume remote environments. HIPAA-certified with hands-on experience handling sensitive information with full confidentiality and compliance. Proficient in Google Workspace, Slack, Trello, and AI productivity tools. Operates from a dedicated home office with fiber internet and backup connection — fully available for US, UK, or AU business hours on a long-term, full-time basis.

KEY SKILLS

Data Privacy & Compliance

CCPA/CPRA Data Subject Requests (DSR) | Right to Delete Processing | Deletion Tracking & Bulk Account Management | HIPAA Compliance (Certified) | Sensitive Data Handling | Data Privacy Compliance

Reputation Management

Trustpilot Review Recovery | Proactive Customer Outreach | Online Reputation Monitoring | Star Rating Maintenance | Customer Sentiment Analysis | Service Recovery

Back Office & Operations

High-Volume Case & Workflow Management | Google Sheets Tracking & Data Entry | Compensation Processing (Credits & Refunds) | CRM & Ticketing Systems | Escalation Handling | SLA & KPI Management (CSAT, AHT, FCR) | Process Documentation | Records Organization

Communication & Tools

Strong Written & Verbal English Communication | Client & Partner Coordination | Google Workspace (Gmail, Docs, Sheets, Drive, Calendar) | Slack | Zoom | Trello | ChatGPT | Google Gemini | Grammarly | Canva | Genesys Cloud CX (email queue management, interaction investigation, status monitoring)

PROFESSIONAL EXPERIENCE

Data Privacy & Reputation Management Specialist | Back Office & Chat Support

XtendOps | January 2023 – Present | Remote | US-Based Client (HelloFresh)

Reputation Management

- Managed end-to-end Trustpilot reputation recovery workflows — proactively emailing customers who left negative reviews, resolving their complaints, and encouraging review updates based on resolution outcome.
- Used Genesys Cloud CX to manage the Trust & Safety email queue, investigate past customer interactions to identify root causes of negative reviews, review agent resolution history, and monitor inbox load and personal availability status.
- Maintained and improved the company's Trustpilot star rating as a primary KPI, supporting brand credibility and positive online presence.
- Categorized and tracked all resolved cases in Google Sheets, logging issue type, compensation type, and resolution status with high accuracy.
- Processed customer compensations including credits and refunds with full documentation compliance.

CCPA/CPRA Data Privacy Compliance

- Processed and fulfilled Right to Delete requests under CCPA/CPRA regulations, managing end-to-end Data Subject Request (DSR) workflows with strict compliance.
- Verified customer intent through multi-channel outreach (call, chat, email) prior to account deletion to ensure accuracy and prevent unauthorized data removal.
- Maintained deletion tracking lists in Google Sheets, tagging verified accounts and executing bulk deletions in compliance with legal data retention timelines.
- Safeguarded sensitive customer data by following strict privacy protocols before processing irreversible account actions.

Chat Support

- Delivered real-time customer support via live chat, resolving inquiries and routing complex cases to appropriate back-office teams within SLA targets.

Customer Service Representative

Sykes | February 2022 – January 2023

- Delivered voice-based support for billing, account management, and technical inquiries, maintaining accurate CRM records and processing billing adjustments with full data integrity.
- Directed complex inquiries to appropriate teams and maintained clear communication throughout the resolution process.
- Consistently met performance KPIs including CSAT, AHT, and FCR while independently managing high daily call volumes.

Financial Services Representative

Concentrix | September 2021 – January 2022

- Handled financial account verification, dispute resolution, and documentation validation in a high-security, compliance-driven environment.
- Processed billing discrepancies and sensitive account requests with high accuracy, strict confidentiality, and adherence to financial data security protocols.
- Maintained detailed, audit-ready records for all account actions in compliance with internal and regulatory standards.

Taxi Dispatch Specialist

Azpired Inc. | February 2019 – August 2020

- Coordinated real-time scheduling and dispatch operations, maintaining organized records and following standardized workflows under time-sensitive conditions.
- Managed inter-team communications and ensured accurate documentation of all operational activities.

Pharmacy Assistant

Lanueva Pharmacy | April 2017 – July 2018

- Assisted patients with prescription and over-the-counter medication inquiries, providing accurate information in line with pharmacist guidance.
- Supported daily pharmacy operations including medication preparation, cashiering, inventory management, and compliance with pharmacy storage standards.

CERTIFICATIONS

- HIPAA Compliance Training – HIPAA TRAINING.US | 2026
- Virtual Assistant Training – DMDP (Department of Manpower Development and Placement) | 2026
- Full Stack Developer Course – GoIT Philippines | 2024

EDUCATION

- Associate in Information Technology, Major in Business Management & Entrepreneurship — Imus Computer College (ICC Alabang Branch), Las Piñas City, Philippines | 2025

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Gmail, Docs, Sheets, Drive, Calendar)

Communication & Collab: Slack, Zoom, Google Meet

Contact Center: Genesys Cloud CX (email queue management, interaction investigation, status monitoring)

Project Management: Trello

AI & Writing Tools: ChatGPT, Google Gemini, Grammarly

Design: Canva

REMOTE WORK READINESS

Internet: Primary: PLDT Fiber 300 Mbps (Always On) | Backup: Smart LTE Home WiFi

Equipment: Desktop PC (Intel Core i7, 12GB RAM) | Noise-cancelling headset | HD webcam

Workspace: Dedicated home office | Quiet environment | Professional setup

Availability: Full-time | Long-term | Flexible across US (EST/PST), UK (GMT), AU (AEST)

LANGUAGES

English: Professional Working Proficiency | Filipino: Native / Fluent

REFERENCES

Angel Flor Narvasa — Account Director, XtendOps | 09988487963 | angelflornarvasa@yahoo.com

Michael Caballero — Account Manager, XtendOps | 09761418330 | mchl.cbllr@gmail.com

AJ Langamin — Account Manager, XtendOps | 09561557293 | lajfatima@gmail.com

Jems Granton — Team Lead, XtendOps | 09151621640 | jemsgranton.13@gmail.com