

CATALINA OPAZO GALAZ

Social Worker | Chilean | RUT: 20.920.726-5
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PROFESSIONAL PROFILE

Social Worker with a degree from the University of Bío-Bío, with experience in community intervention, social project management, administrative work, and customer service. I am characterized by being proactive, collaborative, with strong communication skills, responsibility, and autonomy. I am capable of performing in highly demanding contexts, with an ethical commitment and social focus.

ACADEMIC TRAINING

- Social Worker - University of Bío-Bío | 2025
- Bachelor's Degree in Social Work – University of Bío-Bío | 2020 – 2024
- Complete Secondary Education – Colegio Madre Paulina de Chiguayante | 2015 – 2019

HIGHLIGHTED TRAINING AND COURSES

- Psychological First Aid Training (UBB)
- Preventive Agent against Gender Violence (SERNAMEG, 2021)
- Public Policies with a Gender Perspective (Civil Service, 2024)
- Socio-Emotional Tools in Higher Education (SEREMI Salud, 2024)
- Leadership with a Gender Perspective (Civil Service, 2024)
- PPPU/ADPT Training for Assistants (UBB)

SKILLS AND COMPETENCIES

- Assertive Communication and Social Skills
- Collaborative Work and Work Under Pressure
- Autonomy and Proactivity
- Administrative and Operational Responsibility
- Customer Service and Conflict Resolution
- Excel and Management Tools Skills
- English speaker
- Portuguese language skills

PROFESSIONAL EXPERIENCE

Social Consulting - FALM

Social Support Professional | Dec. 2024 – Apr. 2025

- Collection of territorial information and direct contact with communities.
- Design of instruments for community assessments and reports.
- Active participation in community intervention processes.
- Contact: Felipe Latorre +56 9 5730 8018

University of Bío-Bío – Alumni and Job Placement Office

Administrative Professional | Apr. 2024 – Jan. 2025

- Management of alumni database.
- Support for job placement and quality assurance of information.
- Contact: Gianina Salgado +56 9 9679 2399

University of Bío-Bío – School of Social Work

Academic Mentor | Mar. 2023 – Jan. 2025

- Academic and psychosocial support for students.
- Development of communication and social skills.
- Contacts: Rodrigo Fuentes +56 9 7587 3478 / Richard Rocha +56 9 7955 1025

Regional Ministry of Health Secretariat (SEREMI de Salud), Bío Bío Region

Community Health Professional | Apr. 2024 – Dec. 2024

- Design and implementation of health promotion programs in communities.
- Development of participatory adult education training.
- Support in EEPS, MCCA, and healthy communities strategies.
- Contacts: Ivar Daroch +56 9 6605 7776 / Pamela Hidalgo +56 9 8658 9927

Social Urbanism Foundation

- Project Assistant | Apr. 2023 – Dec. 2023
- Support for DS52 projects with high housing complexity.
- Community management and technical assistance.

San Patricio de Chiguayante School

Social Work Intern | Apr. 2022 – Dec. 2022

- Interdisciplinary work in the school coexistence unit.
- Monitoring and supporting students on higher education issues, improving school coexistence, and identifying students with highly complex situations.

WORK EXPERIENCE

Experience as a promoter, cashier, and inventory operator. Customer and/or user service. Food and/or clothing retail replenishment. Sales floor inventory operator. Distinguished in proactivity, collaborative work, responsibility, and strong development of soft skills for customer service.

Various Brands - Viña del Mar

Product Promoter in Sales Floor | High Season 2023-2024-2025

- Product display and customer engagement in the sales floor.

RGIS – REBUSS Companies

Inventory Operator | Jan. 2023 – Apr. 2025

- Stock counting and control. Machine management and accurate results.

Emilia Bakery

Cashier and Stocker | Nov. 2023 – Jan. 2024

- Management of the local register, Getnet system, product replenishment, and customer service.