

PRINCE ANGELO N. TRINIDAD

Phone: 0915-155-7100 Email: trinidadprincee@gmail.com Location: Olongapo City, Philippines

WORK EXPERIENCE

Virtual Assistant – Operations & Customer Support | Vorenza Rental & Auto Repair – Remote Jul 2026 – Aug 2026

- Managed customer inquiries, reservations, quotes, and general requests through multiple communication platforms.
- Assisted with vehicle rental reservations, customer follow-ups, and reservation-related concerns through Turo.
- Monitored and responded to emails, inboxes, voicemails, and customer messages, ensuring timely follow-ups.
- Coordinated customer information, leads, and updates using ClickUp and other internal systems.
- Assisted with auto repair inquiries, including customer follow-ups and coordinating requests with the appropriate team members.
- Processed and followed up on reservation attempts and leads to support booking conversion.
- Used tools including Turo, ClickUp, Quo, HQ, Slack and Apploye to manage daily tasks and communication.

Business Owner / Operations Manager | Hey Dad’s Car Care - Olongapo City | Nov 2024 – Present

- Oversee daily operations of business, including staff management, customer service, and workflow optimization
- Developed compensation structure combining fixed allowance and performance-based commission
- Implemented operational systems for tracking sales, staff performance, and expenses
- Handled customer concerns and improved service processes to maintain satisfaction and repeat clients
- Managed hiring, training, and discipline of staff, ensuring accountability and performance standards

Cafe Supervisor | Redemption Coffee Company – Olongapo City | Nov 2024 – Nov 2025

- Supervised daily cafe operations, managing staff scheduling, workflow, and service
- Led and supported a team of baristas and kitchen staff, and improving coordination
- Monitored inventory levels and stock shortages through consistent tracking and ordering
- Recorded and analyzed daily sales, contributing to monthly reports and business
- Assisted in payroll preparation and staff compensation tracking
- Conducted initial interviews and supported hiring decisions
- Reported operational updates and performance insights directly to business partners

HR Officer | GBMMRA – Olongapo City | Feb 2023 – Nov 2024

- Managed end-to-end recruitment for multiple clients, including sourcing, screening, and onboarding candidates
- Processed timekeeping and payroll data (DTR) for employees across different clients
- Drafted job postings and managed applicant pipelines through social media platforms
- Prepared job offers and ensured completion of pre-employment requirements
- Coordinated with supervisors to provide daily updates on manpower status
- Monitored workforce deployment and ensured proper staffing for client needs

SKILLS

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| • Customer Service & Conflict Resolution | • Operations Management |
| • Administrative Support | • Recruitment & Talent Acquisition |
| • Microsoft Office (Excel, Word) | • Payroll & Timekeeping |
| • Canva, AI Tools | • Staff Training & Development |

EDUCATION

Bachelor of Science in Hospitality Management
Gordon College, Olongapo City
2020 – 2023