TRINIE DUCADO

Customer Relations · Business Administration

CONTACT

San Ildefonso, Bulacan, Philippines

EDUCATION

BS Business Administration
Major in Marketing Management
Bulacan Agricultural State College
2018 – 2022

CORE SKILLS

- Communication & Active Listening
- Customer Service Excellence
- Sales & Client Relations
- Adaptability & Quick Learning
- Data Accuracy & Attention to Detail
- Graphic Design (Adobe Suite)
- Virtual Assistance

LANGUAGES

Tagalog
Native

English
Fluent

Spanish
Conversational

PROFILE

Results-driven professional dedicated to elevating service quality and building lasting customer

WORK EXPERIENCE

Social Media Manager
Aug 2026 – Present

Freelance / Client Projects

- Planned and managed social media content calendars based on brand goals, target audience, and content pillars.
- Created branded graphics, educational carousels, promotional posts, and short-form content using Canva.
- Wrote engaging captions, calls to action, and hashtags for Facebook, Instagram, and LinkedIn.
- Developed content ideas and campaigns while maintaining consistent brand voice and visual identity.
- Coordinated content planning and scheduling to maintain consistent social media presence and audience engagement.

Spanish Bilingual Subject Matter Expert
Jul 2025 – Jul 2026

Customer Support Operations

- Managed high-volume inbound interactions, processing orders with strong attention to accuracy.
- Delivered product information, pricing, and promotions to guide customer purchasing decisions.
- Maintained top-tier satisfaction scores through clear communication and effective problem resolution.
- Consistently exceeded KPIs across quality, productivity, and customer satisfaction metrics.

Visitor Attendant – Front Office (Volunteer)
Sept 2024 – 2025

Temple Service **White Plains, Quezon City**

- Welcomed and assisted international visitors, providing accurate information in a hospitable setting.
- Maintained a professional environment while serving guests from diverse cultural backgrounds.

Full-Time Missionary
Dec 2022 – Jun 2024

Church of Jesus Christ of Latter-day Saints

- Communicated and taught effectively across diverse cultural and linguistic backgrounds.
- Mentored fellow missionaries and monitored progress with detailed reporting.
- Proactively identified and resolved challenges in dynamic field environments.

Sales Representative (Part-Time)
Apr–Jun 2018 & 2019

Maliwat Commercial **Philippines**

- Managed client relationships end-to-end from outreach through final purchase closure.
- Built trust with customers and consistently drove successful sales conversions.

INTERNSHIP

Virtual Assistant – Graphic Design
Feb – Apr 2022 · 600 hrs

IBuzz Travel and Tours

- Designed advertisements and brochures using industry-standard software for brand engagement.
- Developed layout and production designs that effectively communicated client ideas.