**Trisha Mae Gange**

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**PROFESSIONAL SUMMARY**

Proven experience in Customer and Client Relations for more than 3 years and has strong interest in initiating customer success management. Exemplifies growth mindset, work ethics, and high regard for work to exhibit ethical and responsible leadership. Persistent in seeking for opportunities to further amplify my professional growth and development.

**WORK EXPERIENCE**

**Concierge and Information Jr. Manager | St. Luke's Medical Centre - Global City  
Dec 2020 to Dec 2022**

*St. Luke´s Medical Centre - Global City is an international institution in the Philippines with world-class facilities and health care services.*

* Managing 250 incoming and outgoing patients daily through concierge providing hospital information and services such as one on one patient care assistance, coordinating with assigned departments for patients’ medical related cases to provide appropriate professional assignment for their corresponding treatment at all hospital touch points and internal and external hospital assistance. Performs ad hoc tasks as needed.
* Consistently assigned to different departments daily, namely:
  + Wellness Centre
* Catering 50 patients undergoing Annual Physical Check-ups by distributing patient forms upon arrival, accompanying them to each designated department, and ensuring that patients can accomplish all medical tests promptly.
* Ancillary Units (Women’s Healthcare, Pathology, Heart Institute, X-ray)
* Accommodates 70 patients through process orientation for each department and facilitates complaint management.
* Admissions
* Supplements 30 patients to be admitted by form processing, room reservations, department coordination upon a patient’s arrival and discharge, health insurance process assistance, and billing.

**Inside Sales Representative | United Cargo - United Airlines  
Nov 2018 to Jun 2020**

*One of the top Air Freight Companies in the United States transporting cargo globally.*

* Processed booking information needed for confirmation, finalising bookings, and creating reports for cargo booking advice and providing customer service related to shipment monitoring and cargo delivery.
* Performed administrative tasks such as inventory monitoring, worldwide communication inquiries, and documentation as needed and accountable in reaching monthly quotas in terms of Sales and Cargo Tonnage.

**HARD SKILLS**

* Citrix
* GSuite
* Canva
* Adobe Photoshop
* Microsoft Excel Coding
* Microsoft 365

**SOFT SKILLS**

* International Client Communication
* Leadership Skills
* Team Person
* Independent Learner
* Adaptability

**EDUCATIONAL BACKGROUND**

University of Northampton - Master's in Business Administration   
In progress (2023-2025)

Saint Louis University, Baguio City, Philippines - Bachelor`s degree in Hospitality Management Major in Travel and Tours Management and Minor in Hotel, Restaurant, and Resort Management  
Magna Cum Laude  
(2014-2018)

Sir Melan Learning Centre, Calasiao, Pangasinan  
Valedictorian  
(2010-2014)

**VOLUNTEERING PROJECTS**

* Cuts Against Cancer (Philippines, 2017)
  + Head Organiser of Hair Donation and Fundraising Drive for Women and Children with cancer

**NOTABLE ACHIEVEMENTS**

* Consistent Patient Experience Superstar Awardee (2020-2022)
* Appointed as Officer-in-charge for United Cargo due to exemplary performance and leadership (2018-2020)
* Internship at Philippine Airlines - Country´s Flag Carrier (2018)