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| **Lorraine Tan Su Ann**No 5, Jalan BU 2/1Bandar Utama47800 Petaling JayaSelangorMalaysia |  |

**SUMMARY**

Result oriented manager with diverse background in management and customer service. Dedicated in providing excellent customer service and implementing improvement procedures. Committed team player, energetic, organized and professional.

**STRENGHTS**

* Customer Service Management
* Team Player
* Time management
* Strong problem solver
* Public Relations

**SKILLS**

* Interpersonal & Effective Communication skills
* Business writing
* Team management
* Administrative management
* Multi-tasking abilities
* Meticulous attention to details

**PERSONAL DETAILS**

AGE: 45 years old

DOB: 17th April 1978

CONTACT NO: 012-2062246

MARITAL STATUS: Married

Email Address: honeyannpie@gmail.com

**EDUCATION ATTAINMENT**

S. M Convent Taiping ( PMR )

S. M Teknik Kamunting ( SPMV )

Taylor’s University School of Hotel Management (FRENCH DIPLOMA )

**MANAGEMENT TRAININGS**

Customer Service

Emotional Intelligence

Leadership Skills

Interpersonal & Communication Skills

Change Management

Coaching for Success

Behavioral Interviewing Program

Performance Management

**ACCOMPLISHMENT**

MSQH champion for Standard 6 Patient Family Right Trainer

Contributed to the success of obtaining 4 years MSQH 5th Edition Accreditation at ParkCity Medical Centre 2020

Contributed to the success of obtaining 3 years JCI 6th Edition Accreditation at ParkCity Medical Centre.

**EMPLOYMENT RECORDS**

**KPJ Damansara Specialist Hospital 2**

**Pre-Opening Team**

**Customer Service Manager**

**August 2022 – December 2022**

Heading a team of Customer Service Experience team and Operator

Handling of patient feedback with monthly analysis

Handling patient’s grievances/complaints

Conducts ward rounds to visit patients to check on patient’s satisfaction

**KPJ Damansara Specialist Hospital 2**

**December 2022- Present**

**Outsource Service Manager**

Leading a team of Outsource department consisting of 4 Executives and 4 Linen Assistants

Hospital Liaison for all the Outsources services e.g Pest Control, General & Clinical waste management, Hygiene, Housekeeping services & Laundry services.

Conduct quarterly vendor meeting for all services to ensure all services are according to Service Level Agreement.

Renewal of contract services.

Conducts monthly Vendor Performance Evaluation for each service for feedback improvement.

Linen management as in supplying clean line to required departments

**Care Concierge Sdn Bhd**

**May 2022 to July 2022**

**Operations Manager**

Ensure smooth operation at the Elder Care centre comprises of a Daycare and Assisted Living.

Handling of complaints brought up by family members

Provide tour for corporate clients and walk in clients

Handles telephone inquiries on services

**ParkCity Medical Centre**

**Customer Care Unit Head**

**November 2018- November 2021**

Heading Customer Care and Concierge consist of 8 subordinates

Handling of patient feedback with monthly analysis

Handling patient’s grievances/complaints

Conducts ward rounds to visit patients to check on patient’s satisfaction

Conducts monthly Customer Service training to all employees

Champion for MSQH audit and Joint Commission International audit on Patient Family Rights

**Pantai Hospital Cheras**

**Customer Care Manager**

**November 2016-November 2018**

Heading the Customer Care department which consist of Telephone Operator department and Information Counter with 7 subordinates

Handling of patient feedbacks with monthly analysis

Handling of patient’s grievances/complaints

Conduct investigation on complaints using Root cause analysis to identify the cause of complaint

Corresponding complaint letters within designated timeline

Conducts ward rounds to visit patients to check on patient’s satisfaction

Conducts monthly Customer Service training to all employees

**Gleneagles Kuala Lumpur**

**Patient Liaison Manager**

**July 2015-September 2015**

Handling of patient’s grievances/complaints

Conduct investigation on complaints using Root cause analysis to identify the cause of complaint

Corresponding complaint letters within designated timeline

Analyze patient feedbacks monthly and tabulate monthly report

**Columbia Asia Hospital Cheras**

**Customer Care Manager**

**December 2010 – July 2015**

Leading and managing a team of Customer Care Assistants consisting of 12 subordinates

Ensure smooth operation flow for registration and admission of patients

Handles patient’s welfare

Handles complaint management

Conducting ward rounds to visit patients to check on patient’s satisfaction and to increase feedbacks form collection

Monitoring KPI and Quality Indicators

Involvement in CSR program and hospital activities

Conduct facility and department trainings on customer relations and handling issues

Compile and analysis patient feedbacks

Tabulate daily census

Monthly reporting – events, census, quality indicators, health screening, feedback, incident report, trend happening and complaint & suggestions

Involves in organizing hospital activities such as yearly anniversary Open Day, Annual dinner committee

Implementation of workflow to smoothen request of insurance Guarantee letters

Management of consultants in regard to patient’s issues and insurance related matters

Supervise and oversee staffs’ activities and performances

Selection of candidates for recruitment process

Carry out staffs’ performance appraisals and competency assessment

Ensure appropriate disciplinary actions are taken in course of misconduct

**Columbia Asia Hospital Taiping**

**Customer Care Executive**

**Oct 2009 – November 2010**

Manage daily operation of patient registration and admission, general enquiries

Resolve patient’s complaints

Weekly and monthly reports including Patients feedback, corporate statistic, Health Screening Packages

**SPORTathlon (Malaysia) Sdn Bhd (Fitness First)**

**Front of House Manager**

**August 2008 – April 2009**

Manage daily operation of the health club with the assistance of Front of House team

Handles new join member

Handles and solves members issues and complaints

Handles maintenance and upkeep of all equipment

Inventory of stocks and purchasing

**Imperial Kuala Lumpur a Luxury Collection Hotel**

**March 2007 – July 2008**

**Front Office**

Transferred to Front Office to assist Communication Manager on In Room Dining order taking

Have been trained on Guest Service Manager’s tasks during renovation time due to short of manning

**Concierge – Assistant Manager**

Assist Concierge Manager on daily operation

Providing information to guest on tours, tourist attraction and places to visit

**Imperial Club Lounge – Assistant Manager**

Managing lounge of 80 capacity

Handles check-in and check-out, VIP express check-in

Handles daily breakfast and evening cocktails

Handling guest’s complaints and problem solving

Stock ordering and inventory

Provide full butler service to VIP guests

**March 2005 – March 2007**

**In Room Dining & Mini bar – Assistant Manager**

In charge of Room Service and Mini bar daily operation

Handles VIP amenities, food and beverages delivery, mini bar inventory and stock

Analysis Profit and Loss

In charge of coffee machine maintenance in the hotel

Cross Exposure at Westin Langkawi Rebranding

Assist Front Office department as Lobby Ambassador for welcoming guest and also concierge department

**February 2004 – February 2005**

**Botanica Brasserie – Assistant Manager**

Assist Restaurant Manager with 250 capacity

Plan and organize promotions

Post mortem on major promotions e.g. Christmas, New Year Eve

Analysis Profit and Loss

**October 2003 – February 2004**

**Pavilions Lounge – Assistant Manager**

Managing lounge of 80 capacity

Plan and organize promotions and events

**Citibank Berhad**

December 2000 – September 2003

Marketing Executive / Road show Team leader

Bankcard Sales Division

Handles credit card sales

Lead a team of Executives in road shows

**Referees:**

Dr. Sivah Sankrasakre

Clinical Marketing Manager

Zoll Medical Corporation

Contact: 6012-314 0091

Ms. Alexandra Chong

Contact: 6012-3770210

Dr Ellyana Ismail

Head of Medical Affairs

Takeda

Contact: 016-6655690

**Expected Salary:**

Minimum RM7500

**Date of availability: I month**