

GIA CABANGON

Project Manager



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Mandaluyong, Philippines

PROFESSIONAL SUMMARY

Detail-oriented and results-driven Account Manager / Project Manager with 6+ years of experience in client management, program coordination, and cross-functional stakeholder engagement. Skilled in maintaining strong client relationships, improving client experience, and ensuring successful project delivery. Adept at working in fully remote environments with fixed schedules, daily reporting routines, and team coordination. Committed to personal development, continuous learning, and delivering meaningful value to clients through structured support and engagement.

KEY SKILLS AND QUALIFICATIONS

- Client Relationship Management – Skilled in maintaining long-term client engagement and satisfaction across programs.
- Customer Experience Optimization – Proactive in addressing client concerns and improving overall service delivery.
- Project & Task Coordination – Experienced in scoping, planning, and managing deliverables to meet targets on time.
- Communication & Collaboration – Strong written and verbal communication skills; effective in cross-functional team environments.
- Remote Work Efficiency – Well-versed in Outlook, video conferencing (Zoom, MS Teams), and daily reporting.
- Problem Solving & Adaptability – Quick to resolve issues, manage conflicts, and make informed decisions under pressure.

EDUCATION

2015 Bachelor of Arts in History
University of the Philippines
Recipient, Gabriel Fabella
Foundation Scholarship

CERTIFICATION

Career Service Professional
(CSE-PPT)
Civil Service Commission (2023)

WORK EXPERIENCE

UCBZeroWaste | Sustainability Project Manager | Mar 2024 - May 2025

- **Project Planning and Implementation:**
 - Created and executed long- and short-term plans, setting targets and aligning with client agreements
 - Executed tasks to meet project milestones and ensure timely, profitable completion.
- **Client Onboarding and Documentation:**
 - Developed and documented detailed implementation steps for new and expanding clients to clarify deliverables and set clear expectations.
- **Progress Monitoring and Reporting:**
 - Tracked implementation milestones and provided regular updates to internal stakeholders to ensure alignment and transparency.
- **Decision-Making and Continuous Improvement:**
 - Made data-informed decisions to navigate project options and used performance metrics to identify areas for process improvement.

Polytechnic University of the Philippines | Part-Time Instructor I | June 2019 - Feb 2024

- **Instructional Planning and Delivery:**

- Planned and facilitated face-to-face and online classes using MS Teams
- Developed instructional materials aligned with approved course syllabi

- **Event Organization and Stakeholder Coordination**

- **Preparation of necessary documentation** for the accreditation of the University's History Department, ensuring compliance with accreditation standards and requirements.

Gems Heart Outreach Dev't, Inc. | Project Coordinator | Feb-May 2023

- **Training Program Development and Implementation:**

- Planned, organized, conducted, and assessed training on online safety for youth leaders, led the development of the training program according to local and international context and requirements

- **Partnership Establishment:**

- Coordinated and established partnerships with government offices and community organizations, ensuring effective collaboration and resource mobilization for project implementation.

- **Stakeholder Engagement:**

- Conducted focused group discussions and guided youth leaders during consultations with government offices and international institutions, facilitating meaningful dialogue and stakeholder input.

- **Project Monitoring and Reporting:**

- Monitored project milestones and outcomes, including participation rates and community impact, and reported on progress to partners

House of Representatives | Legislative Staff | July 2016 - May 2019

- **Calendar Management and Prioritization:**

- Managed the congressman's calendar, balancing parliamentary duties with external engagements, resolving scheduling conflicts, and prioritizing key events.

- **Briefing Material Preparation:**

- Prepared comprehensive briefing materials for interviews, meetings, events, and other engagements, ensuring the congressman was well-informed and prepared.

- **Legislative Research and Monitoring:**

- Conducted in-depth research on priority legislation across diverse subject matters, monitored the progress of filed bills and their counterparts, and provided timely updates.

- **Committee Meeting Support:**

- Attended various committee meetings, preparing materials and facilitating discussions to support informed decision-making and legislative processes.

- **Stakeholder Consultations and Engagement:**

- Organized and participated in consultations with stakeholders from public and private sectors, conducting background checks, and creating profiles to facilitate meaningful engagements.

- **Content Creation and Communication:**

- Developed presentations, handouts, letters, reports, policy briefs, and speeches delivered at the House of Representatives, ensuring clear and effective communication of legislative priorities and initiatives.

- **Project Design and Management:**

- Participated in the design, development, administration, monitoring, and evaluation of studies and trainings, contributing to effective project implementation and outcomes.

- **Interdepartmental Coordination:**

- Coordinated with various offices and committees within the House of Representatives, Senate, Department of Education, Civil Service Commission, and other institutions, facilitating collaboration and information exchange.

- **Advocacy and Media Relations:**

- Created advocacy and campaign plans, served as a media liaison, drafted press releases, edited social media content, and organized media events to promote legislative agenda and public awareness.

Human Rights Victims Claims Board | Researcher | May-June 2016

- **Field Research Planning and Execution:**

- Planned, organized, and executed a field research project to gather information and testimonies from human rights victims, ensuring adherence to research protocols and ethical standards.

- **Historical Narrative Production:**

- Produced a detailed historical narrative to support the processing of claims by human rights victims, contributing to the validation and recognition of human rights violations, and ensuring accurate documentation of historical events.

ADDITIONAL DUTIES & PROJECTS

National Commission for Culture and the Arts and Polytechnic University of the Philippines

Researcher | Nov-Dec 2020

- PH COVID-19 Documentary Heritage: Documented the experiences, activities, and outputs of Filipino artists during the COVID-19 pandemic, contributing to the preservation of cultural heritage and historical documentation.

National Housing Authority Consolidated Union of Employees | Lecturer | July 2018

- Facilitated review lessons for government employees preparing for the Civil Service Commission Pen and Paper Test for Professional and Subprofessional levels.
- Developed lesson plans and educational materials to ensure comprehensive review and effective knowledge transfer.

AFFILIATIONS

UP Katipunan ng mga Mananalaysay ng Bayan

President (2013-2014)

Education and Research Committee Head (2012-2013)

SALiGAN sa CSSP

Alliances and Propaganda Committee Head (2013-2014)

Kanlungan Alliance of Organizations

Convener (2013-2014)

UP Portia Sorority

Resident sister (2016)

UP Law Electoral Commission (2016)

PRE-PROFESSIONAL WORK EXPERIENCE

- Freelance Elementary School Tutor (2013-2014)
- Oral Interview and Document Translator (May 2013)