






# Sai Kyaw Swa



## Personal details

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## Skills

- Strong leadership mindset, excellence communication abilities and knowledge of regional marketing trends
- Passionate in Customer Relationship Management and Service Improvement
- Project Management with proven track records
- Excellence in Interpersonal, Public Relations, Negotiation & Problem-Solving Skills
- Proactive, Energetic, Outgoing and Cheerful Personality, Professional with positive attitude
- Experience in Influencing, Developing and Motivating people from diverse

## Profile

Seasoned Operations Manager with more than 10 years of experience in the Telecom, Banking and Fintech sectors. Demonstrated expertise in project management, strategic planning, operations management, problem-solving to enhance business processes and optimize day-to-day functions. A results-driven leader, adept at developing high-performing teams, improving service quality, and boosting productivity. Skilled at identifying opportunities for operational improvement and implementing effective solutions with a strategic focus. Strong communicator with a proven ability to influence, develop, motivate diverse teams and driving organizational success.

## Education

- Bachelor of Computer Science (B.C.Sc)**  
University of Computer Studies, Yangon, Myanmar

Apr 2001 - Nov 2003
- Executive Master of Development Studies (Master Degree)**  
Yangon University of Economics, Yangon, Myanmar

Aug 2018 - Jan 2021
- Media and Communication for Transnational Citizens Course**  
Chulalongkorn University, Bangkok, Thailand

Aug 2024 - Present

## Employment

- Project Management Consultant**  
Recyglo Thailand, Bangkok, Thailand

Jan 2025 - Present

The technical Project Manager is responsible for leading and managing the technical projects, ensuring timely delivery, maintaining high quality standards, and optimizing infrastructure, UI design and driving for front end and back end development. This role also involves budget planning, strategic development, KPI management, and stakeholders communication to drive project success.

  - Project Leadership & Execution: Lead and manage technical projects to ensure the quality result and on-time delivery. Oversee the entire project lifecycle from initiation to completion.
  - Technical Infrastructure & UI Design: Streamline technical infrastructure system design and implementation. Generate UI design ideas and ensure a high-quality and user-friendly interface.
  - Budget & Strategy Development: Plan project budgets and develop strategies to ensure cost-effective execution. Align object goals with business objectives.
  - Progress Monitoring & Reporting: Track project progress and generate reports. Present updates to senior management and key stakeholders.
  - Performance & KPI Management: Set team-wise KPI targets and plan individual tasks to perform. Ensure team members meet performance goals and project deadlines.
- Deputy Head of Virtual Branch Function**  
Kanbawza Bank Limited (KBZ Bank), Yangon, Myanmar

Sep 2021 - Aug 2024

- Lead Service Quality and Process Improvement pillar under the virtual branch

backgrounds

Strategic leadership with organizational development approach ●●●●●

Passionate on training and development ●●●●●

Languages

English ●●●●●

Burmese ●●●●●

Hobbies

■ Traveling, Hiking, Hitting the Gym, Swimming and Singing

department to ensure bank wide service quality is meet and achieve.

- Manage the team of Service Recovery, Quality Assurance, Training and Content Management, MIS, NPS and Project Development.
- Analyze and develop SOP workflow improvement for internal and cross functional team in accordance with industry benchmark.
- Initiate and manage strategically the service quality improvement project including NPS enhancement, ticketing process, call center performance and KBZPay mobile wallet Fin-tech projects.
- Analyze VOC, QA and Audit reports periodically to identify the training needs and service quality improvement Ensure to deliver targeted SLA and NPS score for internal and across business units.
- Set the team KPIs, manpower and budget planning to ensure team is resourceful and productive.
- Monthly meeting with Deputy CEO, MDs and BU Heads for operational updates and regular alignment.
- Lead bank-wide and mobile wallet initiatives focused on enhancing service quality and improving processes.

**Head of Sales and Operation Planning** Jun 2020 - Sep 2021  
Agrastar Myanmar Company Limited, Yangon, Myanmar

- Lead Sales and Operations planning process to optimize the value chain relationships within company businesses to deliver value and provide transparency to the organization.
- Develop dashboards to provide transparency and single source of truth across functional areas to ensure alignment and optimal results.
- Manage Key Performance Indicators (KPI's) and SOP to improving service level efficiency, customer service and international relating with partners.
- Leverage industry best practices and continuous improvement to enhance the SOP process including the skill upgrading programs.

**Customer Registration Professional Lead, Manager-Training & Content Management & Contact Center Operations, Manager-Customer Registration Management** Feb 2014 - Apr 2020  
Telenor Myanmar Limited, Yangon, Myanmar

- Manage agency activities in performing end-to-end SIM registration operations and monitor performance evaluation of outsourced vendor.
- Manage the service quality assurance of outsourced vendor, to ensure the quality of services provided meet the agreed SLA.
- Execute the SIM Registration regulation guidelines from government bodies (Myanmar Post & Telecom Department).
- Lead customer registration team to be more efficient in term of productivity, quality and progressive performance based on the monthly performance data.
- Manage Call Center operation and customer touch points to ensure service quality, CPOC benchmark & CSAT/DSAT score are achieved at all time.
- Identify learning needs and setup guidelines to ensure standardized customer services across CS units.
- Establish standard processes and identify areas of improvements at channel level (Call Center operations, Omni Channel and Complaint Management).
- Evaluated employee performance regularly, offering constructive feedback and creating tailored development plans for continuous improvement.
- Collaborated with cross-functional teams to develop innovative solutions that addressed complex business challenges.

**Project Coordinator cum Deputy Project Manager** Aug 2010 - Feb 2014  
Teacly (S) Pte Ltd & Ley Choon Group Holdings Limited, Singapore

- Facilitated seamless communication between project stakeholders to ensure alignment and clarity on project objectives.
- Developed comprehensive project timelines and milestones to track progress and maintain accountability.
- Monitored project budgets and expenditures to ensure financial compliance and efficiency.
- Prepared and presented project status reports to senior management and clients to provide updates on progress and challenges.

#### **Customer Service Executive**

**Nov 2007 - Jul 2010**

[Axis Plus Pte Ltd, Singapore](#)

- Enhance customer satisfaction by promptly addressing inquiries and resolving issues.
- Describe product and service details to customers to provide information on benefits and advantages
- Reduce average call time through efficient problem-solving skills without sacrificing quality of service provided
- Perform improving overall customer feedback scores by consistently delivering high-quality service experiences

## **Projects & Achievements**

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- Mekong Sustain Project, Carbon Footprint and Learning Management System Project are on-going projects [2025]
- Delivered total 12 projects in Construction, Telecom, Banking and Fintech sectors in Singapore and Myanmar [2010 - 2024]
- Omni Chanel onboarding, Nationwide NPS survey, Video Banking and Mobile App SIM registration are the key achievements of project milestones [2014 - 2024]
- Appreciation certificate on delivering extra ordinary customer service by Deputy CEO of KBZ Bank [2023]
- Runner Up team award in Customer Service Leadership Workshop - KBZ Bank [2022]
- Unsung Hero award for backend support team achievement - Telenor Myanmar [2019]
- Employee of the Month for Blue Social Club [2018] & New Office Moving Project- Telenor Myanmar [2019]

## **References**

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#### **Ma Kay Khine Oo - Head of Virtual Branch**

[KBZ Bank, Yangon, Myanmar](#)

[kaykhine.oo@kbzbank.com](mailto:kaykhine.oo@kbzbank.com)

#### **Ma Soe Depar Aung - Deputy Head of Customer Engagement and Virtual Sales**

[KBZ Bank, Yangon, Myanmar](#)

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#### **Dr. Jonathan Chih - Country Sales Director | Mekong Area**

[A.P. Moller - Maersk, Yangon, Myanmar](#)

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