

CURRICULUM VITAE



Name : **Sooria Kumar N.**

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Contacts

Emails : Office - nskumar5590@gmail.com
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Date of Birth : 18th February 1982

Gender : Male

Nationality : Malaysian

Marital Status : Single

Education : ☐ 2000 till 2003 Tenaga Nasional University
☐ Diploma In Information Technology (Credit Diploma)
☐ System Analysis and Design
☐ Computer Programming
☐ Data Communications & Networks
☐ Computer Architecture and Operating Systems
☐ Computerized Accounting
☐ Numerical Methods
☐ Multimedia Technology
☐ Information Systems

Computer Knowledge : Windows, MS Office, Siebel, SiriusWeb, EasyGo System, Webstar, CCMS, CRM, BSR(Remote accessing)

Language : Written: English, Bahasa Malaysia
Proficiency Spoken: English, Bahasa Malaysia, Tamil

Summary of Professional Experience (total ca. 8 years):

	<i>Period</i>	<i>Company and Nature of Business</i>	<i>Last Position Held</i>
1	Feb 2014 till Present	Asian Broadcasting Network Sdn. Bhd (ABNxcess)	Senior Executive
2	May 2010 to November 2013 (ca. 3 years)	Intertrade Malaysia (M) Sdn Bhd – Logistic	Operation Manager
3	May 2009 – April 2010 (ca. 1 years)	VADS Berhad – Business Process Outsourcer for Streamyx	Quality Assurance Specialist
4	Feb 2007 to April 2009 (ca.2 years)	VADS Berhad – Business Process Outsourcer for Streamyx	Customer Services Executive – Technical
5	May 2006 to Jan 2007 (ca. 1.5 years)	Technip Malaysia – Oil and Gas	IT Assistance

(1.) Feb 2014 Till Present (1 Year)

Employer : Asian Broadcasting Network Sdn. Bhd
Department : Customer Service
Position : Senior Executive

Duties/Responsibilities:

- ☐ Responsible in supporting and managing the relationship with customers who walks into the outlet.
- ☐ Managing the quality and the delivery of services and assuring customers satisfaction.
- ☐ Handling Technical and Non-Technical support (Level 2).
- ☐ Respond to technical emails and calls which is directed to the outlet.
- ☐ In charge of managing the whole Kepong outlet.
- ☐ Responsible for daily activity reports and collection report on daily basis.
- ☐ Responsible in managing team of 3 in the outlet.
- ☐ Responsible on handling urgent and difficult customers.
- ☐ Responsible in managing team of 2 on account creation and installation in Kepong area.
- ☐ Responsible for Daily Installation Report.

Accomplishments:

- ☐ Becoming the only technical level 2 support for reducing the response time when a report is made.
- ☐ Give technical training to our new staffs.
- ☐ Being a member in team that created the answering call procedures process for outsource call center.
- ☐ Created the full in-house process flow for technical reports.

(2.) May 2010 to November 2013 (ca. 3 years)

Employer : Intertrade Malaysia (M) Sdn Bhd
Department : Operation
Position : Operation manager

Duties/Responsibilities:

- ☐ Monitor trucks shipment path on hourly and daily basis.
- ☐ Manage truck maintenance and parts in general.
- ☐ Communicate with spare part dealers to stock up parts and urgent part for the trucks.
- ☐ Communicate with client side regarding on shipment on daily basis.
- ☐ Monitor and manage drivers in generally.
- ☐ Monitor the diesel fuel expenses and making sure no fraud been done by drivers.
- ☐ Keeping record on the drivers' elau's and salary on daily and monthly basis.
- ☐ Communicated to all vendor's and clients side if an issue should arise.

Accomplishments:

- ☐ Made a complete process flow for each procedure in the company. Such as for shipment, Driver's employment till resignation.
- ☐ Installing GPS system for all truck to make better monitoring of shipments and fuel efficiency.
- ☐ Improve the driver's elau according to current market value.
- ☐ Improve the company's quotations according to market value based on toll and fuel price increase.

(3.) May 2009 – April 2010 (ca. 1 years)

Employer : VADS Berhad
Department : Contact Center (Streamyx – local ISP)
Position : Quality Assurance Specialist

Duties/Responsibilities:

- ☐ Participates in design of call monitoring formats and quality standards.
- ☐ Participates in customer and client listening programs to identify customer needs and expectations.
- ☐ Give coaching to the agent on time to time basis to make sure it's up to the protocol standard.
- ☐ Provides actionable data to various internal support groups as needed.
- ☐ Prepares and analyzes internal and external quality reports for management staff review.
- ☐ Ensuring Customer Satisfaction surveys are done on timely manner.
- ☐ Provides feedback to call center team leaders and managers.
- ☐ Conduct training sessions for the newbie's on how to handle a call by following the protocol.

(4.) Feb 2007 to Feb 2009 (ca.2 years)

Employer : VADS Berhad
Department : Contact Center (Streamyx – local ISP)
Position : Customer Service Executives - Technical

Duties/Responsibilities:

- ☐ Provide solution for customers who called with an internet connection problem first time every time.
- ☐ Escalate the problem report to field technician if the problem cannot be solved by troubleshooting them.
- ☐ Consult and escalate the problem to Level 2 if cannot solve the problem.
- ☐ Provide correct information for customers who want to know about current promotions and products.
- ☐ Provide any solution on basic computer problem if able to identify over the phone.
- ☐ Being a back-up for Level 2 if short of hand in Level 2 in certain days.
- ☐ Being a mentor for newbie's hits the floor.

(5.) July 2005 to Jan 2007 (ca.1.5 years)

Employer : Technip Malaysia
Department : Documentation
Position : IT Assistance

Duties/Responsibilities:

- § Performing back-ups for documentation done from projects (Hard copy & Soft Copy).
- § Making sure all documentation are in order (Hard copy & Soft Copy).
- § Support engineers for simple clerical works
- § Rectify hardware, network and software problem.

Current Salary : **RM 3500**
Expected Salary : **RM 4600 (Nego)**
Possess Own Transport: **Yes**
Willing To Travel : **Yes**
Availability : **Within a month.**

REFEREES

1. Name: Joshua Ambrose

Present Designation/Position: Vice President of Customer Service

Employer: Asian Broadcasting Network (M) Sdn Bhd

Tel (H/p): 012 345 6000

2. Name: Saravanan

Present Designation/Position: Assistant Vice President of CS Call Center

Employer: Asian Broadcasting Network (M) Sdn Bhd

Tel (H/p): 016 249 6827

3. Name: Selvendran

Present Designation/position: Assistant Vice President of CS Center

Employer: Asian Broadcasting Network (M) Sdn Bhd

Tel (H/p): 019 699 1893