

# Ethan C.

CX Management & Operations · Tech Implementation · Operational Excellence · Project Management

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## CAREER SUMMARY

CX strategist with 15+ years optimizing contact centers across hospitality and logistics. Proficient in SaaS (Zendesk, Genesys, CISCO UCCX, Microsoft). Proven success in process re-engineering, performance improvement, and system implementation. Multilingual with strong stakeholder management.

## AREAS OF EXPERTISE

- CX Leadership & Strategy
- Omnichannel Management
- Operational Excellence
- CX Tech Transformation
- Hotel Reservation & Ticketing
- Voice of Customer (VoC)
- Project & Stakeholder Management
- Crisis & Business Continuity
- Reporting & Data Analysis
- Quality & Compliance Governance
- Client Relationship Management

## TECHNICAL PROFICIENCY

- Zendesk Suite
- Genesys Cloud CX1
- Cisco Unified CCX
- Opera PMS, SiteMinder
- Google Workspace (Apps Script)
- Lark Suite
- Microsoft Teams

## LANGUAGES

- **English, Cantonese:** Native
- **Mandarin, Bahasa:** Intermediate
- **French:** Beginner

## PROFESSIONAL EXPERIENCE

### Ninja Van

2024 – Mar 2025

Shipper Support Manager

#### LEADERSHIP & OPERATIONS

- Managed daily operations across chat, email, and voice; maintained SLA performance during demand spikes via agile staffing and queue controls.
- Introduced daily huddles and weekly reviews to drive transparency, accountability, and timely course-correction.
- Set cross-functional escalation paths with Ops, Product, and Finance to accelerate resolution for high-value shippers.

#### PROCESS & QUALITY

- Updated SOPs to remove handoff bottlenecks; tightened QA and coaching to boost consistency and compliance.
- Improved IVR and routing logic to capture intent and prioritize VIP queues, improving time-to-agent for priority segments.

#### ANALYTICS & REPORTING

- Implemented real-time dashboards to reduce manual reporting and support data-led staffing and backlog decisions.

### Klook Travel

2018 – 2022

CEG System Manager (2021 – 2022)

CEG Operations Manager (2018 – 2020)

#### OMNICHANNEL PLATFORM & ROUTING

- Designed routing flows across chat, email, voice, and social—aligning skills, priorities, and SLAs by business tier and region.
- Reduced misroutes and transfers via intent-based flows and queue design; standardized macros, knowledge, and tagging.

#### PERFORMANCE MANAGEMENT

- Set service targets and governance; led WBR/MBR to translate trends into staffing, coaching, and platform changes.
- Set up monitoring alerts and backup plans to stabilize response times during peaks and incidents.

#### VENDOR & COST STEWARDSHIP

- Managed telco and CX platform vendors; reviewed lines and services, with usage monitoring and forecasting.

#### RISK & CONTINUITY

- Ensured reliability through monitoring, controlled change windows, and failover playbooks to minimize CX disruption.

## PROJECT HIGHLIGHTS

### Ninja Van — Order Creation

**Automation:** Google Sheets + Apps Script + backend APIs with address normalization and phone validation; reduced manual processing by 90%.

**Klook — Zendesk Migration:** Led a US\$1.18M platform switch; full CEG configuration and go-live across services in 3 months.

**Klook — Cost Optimization:** Rationalized phone lines and licensing; instituted monthly usage projections to control spend.

**Klook — AHT Reduction:** Lowered AHT via macros, routing improvements, and structured backlog drives.

### Melco — Contact Center

**Centralization:** Consolidated a sister hotel's center; standardized SOPs, optimized workforce, and stabilized operating costs.

**Melco — Multi-Hotel Pre-Opening:** Built the knowledge base and delivered cross-property product and policy training.

## AWARDS & RECOGNITION

- HKCCA — Best Call Centre Award (Silver)
- FORBES 5 Star — 6 years
- Melco Courage Award

## EDUCATION

### Taylor's School of Hospitality & Tourism

Diploma in Hotel Management

## ADDITIONAL EXPERIENCE

### Melco Crown Entertainment

2009 – 2017

Service Quality Manager (2014 – 2017)

Contact Centre Assistant Manager (2009 – 2013)

#### SERVICE QUALITY

- Managed the Service Quality team; designed end-to-end QA framework aligned to brand and regulatory standards.
- Organized coaching sessions and reporting cadence to lift consistency and compliance across teams.

#### CONTACT CENTRE OPERATIONS

- Managed guest support, reservations, and ticketing; optimized workflows and resources to meet SLA.
- Partnered with Revenue Management on standardized selling strategies and yield opportunities.

### Shell Malaysia

2007 – 2009

Support Schedule Lead

- Handled 24/7 scheduling aligned with HSSE protocols and SLAs; made real-time adjustments to maintain coverage.
- Mentored schedulers; ensured critical supplies and tooling readiness.

### Fifth Media

2005 – 2007

Support Executive

- Conducted product demos to prospective investors; supported post-sales troubleshooting.
- Developed internal and customer-facing knowledge repositories.

### Genting Group

2003 – 2005

Team Leader

- Oversaw daily call-center operations and workforce allocation; maintained low abandonment rates.
- Ran weekly call monitoring and targeted coaching to improve quality and productivity.

