

KRIDENTIA GROUP OF COMPANIES

Job Title:	CALL CENTER
Department:	POST SALES
Company:	KRIDENTIA INTEGRATED SERVICES SDN. BHD.
Job Grade:	
Job Category:	
Reporting Superior:	NURULASHIKEN BINTI HAMZAH (SYARA)
Location:	HQ CYBERJAYA
Job Summary (Purpose of Job)	Helpdesk Representative responsible for responding to email, chat, or phone queries and offering support to customers using necessary tools or platform.
JOB DESCRIPTION	
	<ul style="list-style-type: none"> • Supports department operation by maintaining current system and supervising agent. • Perform the day-to-day NOC & Call Center activities. • Prepare daily/weekly/monthly report for customers. • Answering incoming calls • Respond to emails and WhatsApp • Arranging internal resources especially on network related issue. • Review and analyze reports, summarizing information, and identifying trends. • Daily track all incident ticket to avoid any SLA breach • Track and record NOC IT devices as necessary. • Providing administrative support as needed. • Organize meeting or discussion of necessary. • Gather information for weekly report • Analyse risks and opportunities • Meticulous and capable of working under pressure • Account handling; <p>Call Center : JPN, JPJ, IPD, Glotel/Latimax, Digi, Celcom, Alliance Bank, MBSB</p> <p>NOC : 7-Eleven, Popular, The Store, Starbucks, Robinson, FFM, Harvey Norman, Burger King, Revenue Valley, Tony Romas, NYSS, McDonalds, Poh Kong, RSH, Paysys, Ecoshop, A&W, The Barn, AMAH, GMG, AFG,</p>

Additional Requirements	<ul style="list-style-type: none">• Strong communication, both written and verbal• Great active listening skills• Strong time management and organizational skills• Adaptability and flexibility• Comfortable working in fast-paced environments• Troubleshooting skills, either basic or advanced, depending on the role and industry• Computer literacy• Phone skills, including familiarity with complex or multi-line phone systems• In-depth knowledge of a company' s products and/or services
-------------------------	--

The above Job Description and Scope of Duties are the essentials for the position and not exclusive. The Management reserves the right to amend, alter, modify, add or delete the scope as and when deemed fit, to suit the business operations of the Company.

Position holder is required to perform and execute any given duties from time to time. Any grievances and/or ambiguity shall be referred to Chief Executive Officer for final deliberation.

Verified by:

Accepted by:



(Ellester Tong)



(Ellyzatul Shafinas Binti Mohd Nasir)