

## Personal Details

<b>Name</b>	Wong Mei Lan
<b>Age</b>	34
<b>Date Of Birth</b>	24-10-1980
<b>Marital Status</b>	Married
<b>Ethnic Group</b>	Chinese
<b>IC. No</b>	801024-05-5488
<b>Nationality</b>	Malaysian
<b>Mobile</b>	012-6791675
<b>Email</b>	mellanwml@gmail.com
<b>Address</b>	3606,Jalan 18/54, Taman Seri Serdang 43300 Seri Kembangan , Selangor

## Educational Background

Year	Education Background
2001 – 2004	Bachelor of Science (Honours) Major in Statistics Universiti Putra Malaysia (UPM)
1999 – 2000	Sijil Tinggi Persekolahan Malaysia (STPM) Sekolah Menengah St. Paul Seremban, Negeri Sembilan
1993 – 1998	Sijil Pelajaran Malaysia (SPM) Sekolah Tunku Ampuan Najihah Seremban, Negeri Sembilan

## Working Experience

<b>Company</b>	EIS Services (M) Sdn Bhd
<b>Year</b>	March 2012 – present
<b>Position</b>	Billing Officer

### Experience –

1. Supervise and manage all billing processes.
2. Support other departments in billing processes.
3. Implement quality billing practices and procedures.
4. Verify purchase order from customer.
5. Invoice customer for good sold or services rendered.
6. Verify agent and partner invoice.
7. Prepare quotation for customer.

<b>Company</b>	<b>EIS Services (M) Sdn Bhd</b>
<b>Year</b>	<b>January 2009 – March 2012</b>
<b>Position</b>	<b>Service Support Manager</b>

**Experience –**

1. Handling escalation issue.
2. Monthly performance review with customer for certification level, skill level.
3. Handling and investigate all incidents, complaints and progress remedial / disciplinary action when required.
4. Monitor SLA for every account.
5. Prepare monthly total ticket report and check open/pending call status. Provide explanation to customer.
6. Review monthly SLA report for every account to understand the issue involved for the particular month.

<b>Company</b>	<b>EIS Services (M) Sdn Bhd</b>
<b>Year</b>	<b>April 2006 – January 2009</b>
<b>Position</b>	<b>Call Centre Team Lead</b>

**Experience –**

1. Responsible in call centre team resources and allocation, ensure the resources availability to play the role as the single point of contact for external customers.
2. Ensure timely call/ticket update and closure in the system or to internal customers.
3. Assigning call/ticket based on the resources availability from operation team, and update the resources utilization in the Onsite Resources Control Board on daily basis.
4. Cost control and responsible on the Call Centre Team Operational Cost Budget and contribute towards the overall Operation Department Cost Budget.
5. Resources planning and gap mapping analysis, identify the required training for the team based on service delivery need.

<b>Company</b>	<b>Enterprise Integrated Solutions (EIS)</b>
<b>Year</b>	<b>May 2004- April 2006</b>
<b>Position</b>	<b>Call Coordinator</b>

**Experience –**

1. Single point of contact (SPOC) for first line call/ticket receipt.
2. Handle call/ticket update or closure for all account.
3. Daily check call/ticket status and update customer accordingly.
4. Sources parts or the availability of parts in case of break/fix call
5. Handle for PM schedule, update and document preparation.

## **Skills and knowledge**

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<b>Language</b>	<b>Spoken</b> – English, Malay and Chinese dialects such as Cantonese and Mandarin <b>Written</b> – English, Mandarin and Malay
<b>Skills</b>	Microsoft Office programs (Word, Excel and Outlook) Team player with good communication skills

