

# MANJULA SUBRAMANIAM

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Result-driven and motivated customer service enthusiast with substantial experience and training in Information Technology principles in high-pressure, fast-paced environments. Ethical professional, skilled in problem-solving, leading and developing customer-facing teams, and fostering brand loyalty. Detail-oriented with exceptional instincts for meeting high expectations and delivering service standards.

## EXPERIENCE

JAN 2015 – OCT 2022

**IT EXECUTIVE (OPENTEXT),** PETRONAS DIGITAL SDN BHD (MALAYSIA)

- Monitored OpenText Appworks platform performance and collaborated with cross-function teams to improve the system's overall speed.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Created support documentation that enabled L1 and L2 tier support to extend skills, leverage system features and find resolutions to questions without intervention from the technical support team.
- Provided L3 support by resolving inquiries by e-mail, chat, and web consistent with department and team service levels and goals.
- Handled ticket assignments for OpenText Department and monitored department-level ticket SLA.
- Support Lead for OpenText AppWorks. Trained fresh graduates and newly joined offshore consultants for application support.
- Monitored team performance and suggested improvisation in necessary areas.

MAR 2014 – MAY 2014

**CORPORATE ATTACHMENT,** THEMED ATTRACTIONS & RESORTS (MALAYSIA)

- Worked effectively in a cross-functional and fast-paced environment to complete marketing tasks.
- Collaborated with advertising and sales managers to promote Legoland Malaysia, KidZania KL, and Puteri Harbour Family ThemePark.
- Associated with marketing and communications teams on standardization, design, and production of marketing materials.

**JAN 2014 – FEB 2014**

**INTERN**, DHANUSH INFOSOL PVT LTD (BANGALORE, INDIA)

- Collaborated with team members in the Corporate Alliance project to engage new foreign partners from US and Malaysia for company.
- Worked with superiors to figure out potential clients by conducting market research.

**JAN 2012 – MAY 2012**

**INTERN**, THE BOULEVARD HOTEL (MALAYSIA)

- Answered incoming client and candidate calls eloquently and professionally.
- Completed all data entry precisely and promptly, aiding the smooth running of HR administration processes.
- Optimized customer experience by delivering superior services and gathering service feedback for improvement.

## EDUCATION

**2012-2014**

**MASTER OF BUSINESS ADMINISTRATION (MBA)**, NATIONAL UNIVERSITY OF MALAYSIA (UKM)

CGPA: 3.81 / 4.00

**2009-2012**

**BACHELOR OF BUSINESS ADMINISTRATION (BBA)**, NATIONAL UNIVERSITY OF MALAYSIA (UKM)

CGPA: 3.26 / 4.00

**2006-2009**

**DIPLOMA IN BUSINESS STUDIES**, SEBERANG PERAI POLYTECHNIC

Major in Management

CGPA: 3.79 / 4.00

## VOLUNTEER WORK

**MARCH 2023 – PRESENT**

**FEED SCARBOROUGH** (CANADA)

- Assist clients in procuring food and supported setup, clean up, and storage operations

## SKILLS

- Familiarity with OpenText AppWorks Platform Administration
- Certified in ITIL 4 Foundation
- Familiarity with AGILE Framework
- Basic SQL and relational database knowledge (e.g. ability to write short database queries for SQL Server).
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)