



Priya Nair

Assistance Manager Customer Service / Operations

(+60) 0129270715 | priya_ksc@yahoo.com | 37 years old | Klang, Selangor

Experience 18 years

Previous Global Support Executive
HSBC Data Processing Centre (HDPM)

Education Open University Malaysia (OUM)
Bach Degree, Business/ Management (2014)

2012 Dean List

Nationality Malaysia

Experience

Jun 2007 - Present
(6 years 9 months)

Assistance Manager CS & Operations

Xango Malaysia | Selangor, Malaysia

Monthly Salary MYR 4,300

RESPONSIBILITIES:

1. Provide direct marketing and sales support to distributors and leaders in M'sia and Singapore.
2. Manage, help generate and qualify distributors to achieve target and rank advancement.
3. Responsible in customer retention, monitoring and assessing member database.
4. Implementing and finalizing SOP for both M'sia and S'pore office.
5. Brainstorm weekly and monthly promotions with Corporate and Market leaders.
5. Responsible on Monthly and Yearly sales projection. Ensuring allocated budget is within control.
6. Organize company events and incentive trips both local and overseas.
7. In charge of office operations, staffing, appraisals and HR issues.
8. Follow up with leads generated via Road Shows and websites.
9. Manage and lead the customer service and sales team.
10. Conduct in-house training for customers on new launch.
11. Oversea Finance and budgeting for both M'sia and S'pore office.
12. In charge of Customer Service and Sales Counter Team.

EXPERIENCES GAINED:

Customer Service sales experience in health care and Multi-level Marketing.
Good team player and Multitasking skills.
Proven initiative and ability to work with minimal supervision.
Excellent organizational and motivational skills.
Knowledge of Internet.
Proactive and good decision making skills.
Result oriented person

Feb 2005 - Jun 2005
(4 months)

Global Support Executive **HSBC Data Processing Centre (HDPM)**

Monthly Salary MYR 1,800

RESPONSIBILITIES:

Provide customer service and sales support to organization and tele-marketing team .
Manage, help generate and qualify as well as process sales leads.
Responsible for customer retention, implementing marketing promotions.
Generate new sales leads.
Maintain revenue goals by quarter and year to date.
Handle complains and inquiries [telephone]
Assist team members with difficult or complicated cases.

EXPERIENCE GAINED:

Telemarketing and customer services experience in banking and financial services
Good team player and Multitasking capabilities.
Proven initiative and ability to work with minimal supervision.
Excellent organizational and motivational skills.
Knowledge of Internet

REASON FOR LEAVING:

Seek for better career advancement opportunities and exposure.

Feb 2002 - Jun 2004
(2 years 4 months)

Customer Service Officer **PKS Outsource Management**

Monthly Salary MYR 2,200

RESPONSIBILITIES:

Provide customer service and sales support to tele-mktg team.
Manage, help generate and qualify as well as process sales leads.
Responsible for customer rentention, prospects and competitor databases and assessing, devising, and implementing marketing promotions.
Generate new business through outbound calls and follow up incoming sales leads.
Maintain revenue goals by quarter and year to date, performances check, targets achieved and yearly appraisal for all team members.
Handles all sales inquiries [telephone and mail].

EXPERIENCE GAINED:

Telemarketing sales experience in PVC Name Card printing. Good team player and Multitasking capabilities.
Proven initiative and ability to work with minimal supervision.
Excellent organizational and motivational skills.
Knowledge of Internet.

REASON FOR LEAVING:

Seek for better career advancement opportunities and exposure.

Jul 1997 - Aug 2001
(4 years 1 month)

Customer Relations Unit (CRU)

Maxis Communication Bhd

Monthly Salary MYR 1,950

Handle complex cases
Prepare official letters.
Prepare job aids.
Maintain reports
Allies with inter departments
Assist call centre consultants with irate customers / complex cases.
- handle inbound and outbound calls.
- prepare reports bases on customers complains.

Education

2014

Open University Malaysia (OUM)

Bachelor's Degree in Business Studies/Administration/Management | Malaysia

Major Administrative Management
Grade On-going
2012 Dean List

1997

Stamford College

Diploma in Business Studies/Administration/Management | Malaysia

Major Administrative Management
Grade Grade A/1st Class

Skills

Advanced English (TOEIC), Grammar for Business Professionals, Leadership and Customer Care

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written	Relevant Certificates
English	10	10	TOEIC and Grammar for Business Professionals
Bahasa Malaysia	8	8	-
Tamil	5	0	-

Jobstreet English Language Assessment (JELA)

Date Taken 5 May 2011
Score 37/40

Additional Info

Expected Salary	MYR 7,500
Preferred Work Location	Selangor, Kuala Lumpur
Awards & Recognition	Call Centre Best Performer Award Director Excellence Award 2010

CAREER OBJECTIVE:

Managerial position dealing with customer services, marketing and sales .

STRENGTHS:

- * Leadership charisma
- * Dynamic team player
- * Sense of responsibility
- * Highly inquisitive
- * Creative and resourceful
- * Excellent skills in communication and collaboration

About Me

Gender	Female
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Reference

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