**Sandy Debra Especkerman (Sandy)**

32F/3 Jalan Desa Cantik, Faber Indah, 58100, Kuala Lumpur, Malaysia

+016 6201158 / sandyespeckerman@yahoo.com

DearSir/Ma’am,

As you can see from my resume, I have the required qualifications for this role.

In addition to this, I have the required skills and attitude that make me fit for this position.

Being in a customer service driven industry it since taught me the following attributes:

* Effective in maintaining the highest standards of customer service.
* Good control over both verbal and written communicational skills.
* Adaptability.

My career objective is to obtain a position in an organization that will benefit from my initiatives, capabilities and contribution. I am interested especially in a position with a potential for advancement and increased decision-making responsibilities with your organization.

I can assure you that from my current experience, academic record to date plus the required attitude this makes me a strong candidate for this role. I possess all of the attributes you are looking for and I believe I can help this organization in achieving its goals.

I look forward to hearing from you – my contact details can be found on my resume.

I am available after serving a month’s notice.

Yours sincerely,

**Sandy Debra Especkerman**

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**CORE SKILLS & EXPERIENCE**

I am an enthusiastic individual with strong leadership and communication skills. I have gained these skills from my coursework in university and from the few part-time jobs during the years. I am highly adaptable and an eager learner. Also with the academic and curricular achievements, I believe I possess the right skills in helping the organization to reach its goals and objectives.

**PERSONAL DETAILS**

**ADDRESS :** 32F/3 Jalan Desa Cantik, Faber Indah, 58100, Kuala Lumpur,   
 Malaysia

**EMAIL :** sandyespeckerman@yahoo.com

**TELEPHONE :** +016 6201158

**AGE :** 26

**STATUS :** Single

**NATIONALITY :** Malaysian

**EDUCATION**

**2004 :** Grade B/2nd Class Upper

Sijil Pelajaran Malaysia (SPM)

**EMPLOYMENT**

**Standard Chartered Bank, Scope International (September 2010 – August 2013)**

Team Leader

Job Responsibility:

* Training, managing, leading, coaching & motivating a team that is based on company’s customer charter & operations guidelines.
* Attend to all customer feedback, problems or escalations from the staffs that are unable to assist the customer based on company’s customer charter guidelines.
* Ensure team achieves target in terms of service standards and customer satisfaction scores for customer inbound calls received.
* Maintain to deliver a high quality customer driven service which provides the customers with a positive view of SCB, and meets their expectations in terms of accuracy, timeliness and professionalism.
* Continuously provides high quality service to achieve maximum customer satisfaction within the specified personal level of agreement.
* Receives customer calls in a call centre environment, responsible for relationship building and account management while resolving enquiries in a professional manner.
* Best practices of the industry are embraced and lived upon with the goal of meeting the banks vision to be the world’s best international bank.
* Attending to Singapore customers in regards of their banking needs ranging from deposits, credit cards and personal loan enquiries.Providing solutions to customers based on their banking needs.
* Receives customer calls in a call centre environment, responsible for relationship building and account management while resolving enquiries in a professional manner.
* Ownership and initiative in completing necessary research and customer follow-up or direct the customer to the appropriate department for resolution.
* Developed coaching techniques, providing timely and efficient feedback on individual performances.
* Maintain balance between quality productivity and driving forward lead generation through quality referrals.
* Provide individual development plans and maintain records in line with set objectives.
* Provides an environment that stimulates staff loyalty and contributes towards the centre achieving staff retention and attendance targets.

Achievement and awards:

* Accredited to conduct training on Deposits & Unsecured Lending Products
* Attended the Group’s Managing Teams Effectively (MTE) program –for all Team Leaders - 2011
* Certified upon completion of the Group’s Training Program – Day 1 Readiness (D1R) for all front liners (SG Inbound & SG Outbound) - 2010
* Certified upon completion of the Group’s Customer Engagement Module SCB Way Signature Conversation for all front liners - 2010
* Certified upon completion the Group’s P2P program – Dynamics of Contact Centre for all Team Leaders - 2010
* Accredited to conduct Interviews for the MYRCC Hub – 2010
* Accredited to conduct the Priority Banking Proposition Training – 2012
* Accredited to conduct the Preferred Banking Proposition Training – 2010

**California Fitness (May 2005 – May 2010)**

Operations Manager

Job Responsibility:

* Club auditing on a daily basis to ensure a safe and clean environment for members to work out and to follow up on maintenance issues(Facilities and Building)
* Cost containment-Managed budget given on a monthly basis e.g. club supply, maintenance supply, office supply, club utilities, Payroll (headcount).
* Monthly dues collections
* Prepare relevant paperwork for clients such as quotes.
* Deal with clients with essential needs such as (job bookings, appointments etc.)
* Personal training to guide members to achieve their goals in weight loss and building mass.
* Hiring, training, managing, leading & motivating a team based on company’s customer service & operations guidelines
* Ensuring smooth workflow of daily operations procedure
* Attend to all customer feedback, problems or complain based on company’s customer service guidelines
* Maintain to deliver a high quality customer driven service which provides the customers with a positive view of Fitness First, and meets their expectations in terms of accuracy, timeliness and professionalism.
* Ensured that monthly reviews are consistently completed each month to enable one to track progress and ensure specific measures are taken in terms of self-improvement.

Achievement and awards:

* Best Operations Manager (Celebrity Fitness) – Year 2009
* Best Employee Award (California Fitness) – Year 2006
* Managed to achieve 100 % of club collection target for 6 consecutive months

**REMUNERATION, BENEFITS & BONUSES**

* **Bonus –** Yearly based allowance scheme
* **Other Benefits**
* Annual Leave – 21 days
* Full medical provision including hospitalization and surgical for self and family members
* Dental & Optical benefits / Group personal accident assurance
* **Resignation notice** – 1 Month
* **Last drawn Basic Salary** – RM5000
* **Expected Basic Salary** – RM6500 *(negotiable)*

**REFERENCES**

**Mark Edward Capel**

Operations Manager (Senior), Inbound

Scope International (Malaysia) Sdn. Bhd.

Level P2, Menara LYL,

Jalan 51A/223,

46100 Petaling Jaya

Selangor Darul Ehsan

Malaysia

Mobile: +6016 382 4353

**Sashendran Satkunaraja**

Manager (Senior), Training

Scope International (Malaysia) Sdn. Bhd.

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