

Kamsiah Ahmad

23, Jalan SP 5/5, Seri Pristana, 47000 Sungai Buloh, Selangor.

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**Resume Summary**

Current Position : Assistant Manager Operations in Xtend Services Sdn Bhd (May 2011 –

Present)

Current Specialization : Call Center Operation

Highest Education : Bachelor's Degree in Consumer Science, UPM

Years of Experiences : 8

Expected Salary : MYR 4500 (negotiable)

Marital status : Married

**Employment History**

**March 2011 - Present**

1. Xtend Services Sdn Bhd

Position Title (Level) : Assistant Manager Operations (Senior Executive)

Specialization : Customer Service

Role : Management

Industry : Call Center

Monthly Salary : MYR 3500 + Performance Allowance Up to RM500 (KPI)

Work Description :

1. *Reporting to General Manager, manage staff size for 30 seats.*
2. *Set a KPI metrics for Call Center*
3. *Identify and access employee skills and make recommendations to improve performance to achieve service KPIs*
4. *Develop and train call center personnel with emphasized on productivity and efficiency improvements.*
5. *Develop and maintain call center policies and procedures.*
6. *Develop systems and procedures to ensure quality outcome for clients.*
7. *Analyze and monitor call volume, metrics and service level adherence to established quality indicators for telephone access, appointment access and call management.*
8. *Monitor the Quality Assurance for call center agents.*
9. *Set a schedule/roster & monitor for call center agent to work with flexibility and convenient environment.*
10. *Act as Subject Matter Expert (SME) to create and documented all the related SOP.*
11. *As training specialist for new joining of Contact Center Agent.*

**Apr 2005 - Feb 2011**

2. VADS Bhd

Position Title (Level) : Supervisor (Senior Executive)

Specialization : Customer Service

Role : Supervisor/Team Lead

Industry : Call Center / IT-Enabled Services / BPO

Monthly Salary : MYR 3150

Work Description :

**RESPONSIBILITIES:**

1. *Reporting to Operating Manager.*
2. *Manage non-adherence staff, action and communicate accordingly to scheduler or real time managers.*
3. *Handle escalated calls and capture details for process and performance control.*
4. *Supervise queue, numbers of calls, CSRs, breaks and training.*
5. *Ensure all CSRs schedule are on time and loggeds on as per schedule.*
6. *Formulate response and resolutions in a timely manner to CSRs on day to day operations issues and performance related issues.*
7. *Manage team’s performance (KPI) in accordance to the standards set by the client.*

***EXPERIENCE GAINED:***

Excellent leadership, interpersonal, communication, interaction skills, product knowledge and problem solving skills.

Posses supervisory and coaching capability to maintain integrity of the team

Able to assist in managing resources and schedule shift work for the team

Computer literate. i.e, Word, Excel and Powerpoint

**REASON FOR LEAVING:**

Interested in a new challenge and opportunity to use my skills and experience in a different capacity that I had in past.

**Educational Background**

Graduation Date: 2005

Bachelor's Degree of Consumer Science, UPM

Major : Consumer Studies

Institute/University : University of Putra Malaysia, Malaysia

CGPA : 3.33/4.00

Language Spoken Written

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Bahasa Malaysia 9 9

English 7 6

**Personal Particulars & Preferences**

Date of Birth : 15 June 1983

Nationality : Malaysia

Gender : Female

IC No. : 830615-05-5458

Possess Own Transport : Yes (B2 & D)

Expected Salary : MYR 4500.00

Availability : Immediately after notice period of 1 month(s)

**Additional Info**

OBJECTIVE:

To gain further exposure and experience in work field

STRENGTHS:

* Excellent leadership, interpersonal, communication, interaction skills, product knowledge and problem solving skills
* Time management skills
* Energetic
* Awarded of Healthy Employee in 2009 & 2010.
* Awarded of High Performance Team in July 2010.
* Awarded of Best Team Leader in Nov 2010.

ADDITIONAL SKILLS:

* Able to literate the PC ( Microsoftword, Excel)
* Fluent in English and B.Melayu both writing and speaking
* Public Speaking
* Willing to travel

**References**

Name : Mohd Shaharuddin Bin Mohd Nawi

Relationship : Operation Manager

Position : Operation Manager

Company : VADS BHD

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