**CURRICULUM VITAE**

**Personal Information**

|  |  |  |
| --- | --- | --- |
| **Name** | **:** | **Dinesh Kumar a/l Subramaniam** |
| **Nationality** | **:** | **Malaysian** |
| **Race** | **:** | **Indian** |
| **Residence** | **:** | **Kuala Lumpur** |
| **Residence Status** | **:** | **Malaysian** |
| **Identity** | **:** | **860813-56-5827** |
| **Age** | **:** | **27 Yrs** |
| **Gender** | **:** | **Male** |
| **Marital Status** | **:** | **Single** |
| **Hobby** | **:** | **Footsal,hiking,interacting** |
| **Applied Position** | **:** | Call Center Manager/ Team Manager |

**Contact Information**

|  |  |  |
| --- | --- | --- |
| **Email** | **:** | [**roy\_rogerz@yahoo.com**](mailto:roy_rogerz@yahoo.com) |
| **Mobile No.** | **:** | **0166365006 /0163605006** |
| **Home No.** | **:** | **Nil** |
| **Address** | **:** | **A-06-19 PPR Sri Anggerik,Jalan Klang Kama Batu 4** |
| **Postal Code** | **:** | **58200** |
| **Country** | **:** | **Malaysia** |
|  |  |  |

**Education Details**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **Jan 2003 - Dec 2003** |
| **SPM** | **:** | **SPM level qualification** |
| **Institute** | **:** | **METHODIST SECONDARY SCHOOL** |
| **College** |  | **: University of Melbourne Australia** |
| **Attained**  **University** |  | **: Diploma In Human Resource Management**  **: Degree In Human Resource Management** |
|  |  |  |

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **2001 - 2003** |
| **Job Title** | **:** | **Tele -marketing** |
| **Department** | **:** | **Sales** |
| **Company** | **:** | **Sogo** |
| **Last drawn Salary** | **:** | **Rm1100** |
| **Achievement**  **Responsibilities** | **:**  **:** | **Top performer**  **Contribute sales to the company, sale of the membership cards, promote products and etc.** |
| **Reason for Leave** | **:** | **Contract basis** |
|  |  |  |

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **2003 December - 2004 May** |
| **Job Title** | **:** | **Admin Exec** |
| **Department** | **:** | **Admin** |
| **Company** | **:** | **Chong Leong Logistic Management Shb.Bhd** |
| **Last drawn Salary** | **:** | **RM 1400** |
| **Responsibilities** | **:** | **Handling Switchboard PABX System, Greet Callers ascertains names & organizations represented & notify appropriate staff of visitor’s arrival. Maintain records of names & organizational affiliations of all visitors & issue identification badges to visitors & employment applications to job interviewees. Assure that reception area is neat & orderly, Perform all front-desk activities, purchases stationeries & general items, handle all incoming & outgoing mails, courier services, Arrange for travel arrangements, Air tickets & accommodations, Applications for all visas in related to business travelling outside of Singapore & affiliated employees coming to Singapore, Provide support to HR in verification & filling of leaves that require certification, Provide Administrative support to HR/Admin department, Co-ordinate with website enrolments for training activities & claim applications for Skill Development Fund, Provide Administrative support & Co-ordinate recreational activities as a organizational committee member.** |
| **Reason for Leave** | **:** | **Circulating of Offices every weekly** |
| **Achievement** | **:** | **Played a leading role in the organization becoming recognized for the first time in the prestigious Times 100 Graduate Employers ranking attaining Investor in People status** |

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **2004 May - 2006 October** |
| **Job Title** | **:** | **HR EXEC** |
| **Department** | **:** | **HR** |
| **Company** | **:** | **Pearl Logistic Management Shd.Bhd** |
| **Last drawn Salary** | **:** | **RM 1800** |
| **Responsibilities** | **:** | **attract the most qualified people to permit a job where they best suit .keep an close contact between top management and employees**  **to permit close contact between top management and employees, training, and labor relations, handling employee benefits questions or recruiting, interviewing, and hiring new staff in accordance with policies established by top** [**management to**](http://management.to/)**enhance morale and productivity, limit job turnover, and help organizations increase performance and improve business results, also help the firm effectively use employee skills, provide training and development opportunities to improve those skills, and increase employees satisfaction with their jobs and working conditions.** |
| **Reason for Leave** | **:** | **Change Of Job Scope** |

**Achievement :** **Developed a management of attendance policy which has**

**reduced absenteeism levels**

**in the workplace by 2% year-on-year**

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **October 2006 - November 2007** |
| **Job Title** | **:** | **HR EXEC** |
| **Department** | **:** | **Human Resource** |
| **Company** | **:** | **T.A.S Leisure** |
| **Last drawn Salary** | **:** | **Hourly Rated** |
| **Responsibilities** | **:** | **Same as above** |
| **Reason for Leave** | **:** | **Contract Position** |

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **November 2007 - October 2010** |
| **Job Title** | **:** | **Customer Service/Call Center** |
| **Department** | **:** | **Call Center** |
| **Company** | **:** | **Maybank Bank** |
| **Last drawn Salary** | **:** | **RM 3000** |
| **Responsibilities & worked area** | **:** | Over all in charge for staff customer service operation, Customer Inquiries,Product/Service Promotion, sales, loans, credit cards,Written Communication **in charge of, and guess relation,**  **Determines requirements by working with customers.**  **Answers inquiries by clarifying desired information; researching, locating, and providing information.**  **Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.**  **Fulfills requests by clarifying desired information; completing transactions; forwarding requests.**  **Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.**  **Maintains call center database by entering information.**  **Keeps equipment operational by following established procedures; reporting malfunctions.**  **Updates job knowledge by participating in educational opportunities.** |
| **Reason for Leave** | **:** | **Contract** |

**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Period** | **:** | **Oct 2010-Current** |
| **Job Title** | **:** | **Team Manager** |
| **Department** | **:** | **Call Center** |
| **Company** | **:** | **UOB Bank** |
| **Last drawn Salary** | **:** | **RM 4500** |

**Achievement :** **Completed call center retail banking, credit card and customer service**

**Held in Singapore, conducted by UOB Singapore**

**Skills**

|  |  |  |
| --- | --- | --- |
| **Skill Title** | **:** | **COMPUTER LITERATE** |
| **Skill Description** | **:** | **MS OFFICE, MS WORD, EXCEL 2000, POWERPOINT, OUTLOOK, ACCESS & INTERNET** |
|  |  |  |
| **Languages** | **:** | **English (Speak/Read/Write) Malay (Speak/Read/Write) Tamil (Speak)** |

**Responsibilities:**

**Resolve 2nd level call escalation (i.e. Escalated by staff) as per**

**SOP. This includes required investigation in order to resolve case.**

**Monitor Team Leaders to ensure escalated cases are resolved within stipulated statutory timelines and agreed SLA as per SOP.**

**Manage section engagement and overall working environment as well as address any applicable people issues.**

**Manage Team Leader performance via feedback, coaching and relevant knowledge sharing.**

**Liaise with Human Resources to resolve disciplinary cases as per SOP.**

**Prepare standard and ad-hoc reports as and when required by the Management (i.e. Monthly scorecard).**

**Participate in Operations Management, Business Review, & Business Audit Meetings with adequate preparation as needed.**

**Also involve in implementation of products, systems & projects as well as Business Continuity Planning activites.**

**Work closely with operational support teams (e.g. QA, WFM, T&D) to improve contact centre performance.**

**Career Interest**

|  |  |  |
| --- | --- | --- |
| **Expected Basic** | **:** | **RM 4500 negotiable** |
| **Availability** | **:** | **Immediate** |
| **Preferred Location** | **:** | **Any** |
| **Willing to Travel** | **:** | **Yes** |
| **Willing to Relocate** | **:** | **Yes** |
| **Job Type** | **:** | **Full Time** |
|  |  |  |

**Career Objective**

**To utilize my objective within customer and management while concurrently gain diversified knowledge and experience in other fields of my interest.**

**I have many years of working experiences. I have a pleasant disposition with good interpersonal skills and most importantly I am a team player with my fellow colleagues. I have excellent communication skills. I always maintain a mature, gracious and professional manner when communicating with people, even when difficulties arise. I have been servicing human resource and banking industry all the while, I have many years of experience in banking and corporate lines, Hope can join your company to grow to a better place. I would appreciate the opportunity to discuss how my skill and experience will be helpful to your organization. Looking forward to hearing from you the soon. Thank you for your time and consideration.**

**Yours truly,**

**Dinesh joshua\_\_**

**(Dinesh Kumar A/L Subramaniam)**