

**15th NATIONAL CUSTOMER EXPERIENCE INDUSTRY AWARDS 2014
 RESULTS**

INDIVIDUAL AWARDS

Placing	Award Winner	Company Name
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Best Head of Contact Centre (open)

1 st Place	WAYNE WOO CHEE CHOONG	Maxis Berhad
2 nd Place	CYNTHIA CHOK FUI MAN	Teledirect Telecommerce Sdn Bhd
3 rd Place	LO PEIK SIM	IBM Malaysia Sdn Bhd

Best Contact Centre Manager-Inbound (above 100 seats)

1 st Place	LEE SOW CHAN, AGNES	Maxis Berhad
2 nd Place	GEETHA NADARAJAH	IBM Malaysia Sdn Bhd
3 rd Place	YESU DASS ANTONI	Maxis Berhad

Best Contact Centre Manager-Inbound (under 100 seats)

1 st Place	SHANMUGAPRIYA KANESAN	Asia Business Software Solutions Sdn Bhd
2 nd Place	UMAPARAN GUNARATNAM	Maxis Berhad
3 rd Place	MANEY MARAN A/L THIRUMANEY	Sudong (M) Sdn Bhd

Best Contact Centre Manager-Outbound (above 100 seats)

3 rd Place	AARON HYY BIN BALAKRISHNAN	VADS Berhad
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Best Contact Centre Manager-Outbound (under 100 seats)

1 st Place	SUKHDEV KAUR	DHL Express (Malaysia) Sdn Bhd
2 nd Place	KEONG CHEE CHOONG	Maxis Berhad
3 rd Place	CHEW KIM TENG	Teledirect Telecommerce Sdn Bhd

Best Contact Centre Manager-People (above 100 seats)

2 nd Place	AHMAD GADDAFI KUSHAHRIN	Maxis Berhad
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Best Contact Centre Manager-People (under 100 seats)

3 rd Place	PAMELA G. KISSOL	YTL Communications Sdn Bhd
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Best Contact Centre Manager-WF/QA (above 100 seats)

2 nd Place	LEE SZE CHIEK	Maybank Group Customer Care
3 rd Place	SIVAKUMAR A/L PUNIDAN	VADS Berhad

Best Contact Centre Manager-WF/QA (under 100 seats)

1 st Place	JESSIE KHOH MEI LING	DHL Express (Malaysia) Sdn Bhd
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Best Contact Centre Team Leader-Inbound (above 100 seats)

1 st Place	KELVIN KOLANDASAMY	Maxis Berhad
2 nd Place	SHARON MARY RAYIAPPAN	Citibank Berhad
3 rd Place	DAVID CHONG KOK WENG	HP Multimedia Sdn Bhd

Best Contact Centre Team Leader-Inbound (under 100 seats)

1 st Place	FARDHA FARADISHA	Convergys Malaysia Bhd
2 nd Place	TEH JIN HUI	Sudong (M) Sdn Bhd
3 rd Place	RAMANAN RAKEN	Convergys Malaysia Bhd

Best Contact Centre Team Leader-Outbound (above 100 seats)

1 st Place	HELVINDRA NAIR A/L MORGAN	VADS Berhad
2 nd Place	NURUL HUDA BINTI BARAKAT ALI JINNAH	Teledirect Telecommerce Sdn Bhd
3 rd Place	MOHD FADZLI BIN ABDULLAH	Maybank Group Customer Care

Best Contact Centre Team Leader-Outbound (under 100 seats)

1 st Place	MAHENDHRAN A/L PARUMALSIVAM	Teledirect Telecommerce Sdn Bhd
2 nd Place	VIMALA DEVI	Ambank (M) Berhad
3 rd Place	M SHAHRIZAN M HUSIN	Maxis Berhad

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Best Contact Centre Team Leader-People (above 100 seats)

2 nd Place	WAN NURUL ARINA BINTI WAN MOHD HANIZAN	CIMB Bank Berhad
3 rd Place	MOHD YUSRI BIN AB. MALIK	VADS Berhad

Best Contact Centre Team Leader-People (under 100 seats)

1 st Place	NOORUL HUDA ABU BAKAR	IBM Malaysia Sdn Bhd
2 nd Place	SELINA GAYATHRI A/P PERUMALSAMY	Teledirect Telecommerce Sdn Bhd
2 nd Place	ANIS NAZIFAH KHAIESSA BINTI AHMAD	Ambank (M) Berhad
3 rd Place	SIVAKUMAR SANGIVEE	IBM Malaysia Sdn Bhd

Best Contact Centre Team Leader-WF/QA (above 100 seats)

1 st Place	JEYARANI SINNI AH	Maxis Berhad
2 nd Place	CAROLINE KAREN MICHAEL	Maxis Berhad
3 rd Place	IRFAN IRSYAD BIN MUNISVARAN	VADS Berhad

Best Contact Centre Team Leader-WF/QA (under 100 seats)

2 nd Place	DORIS A/P S PAUL	Ambank (M) Berhad
2 nd Place	ROSELIZA BINTI AMARAN	Ambank (M) Berhad

Best Contact Centre Professional-Inbound (above 100 seats)

1 st Place	SUGA PRIYA KALAICHLVAN	Citibank Berhad
2 nd Place	VINAYEGESWARY A P JAYAMOHAN	Maybank Group Customer Care
3 rd Place	ANAND NAIR KRISHNAN	Citibank Berhad

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Best Contact Centre Professional-Inbound (under 100 seats)

1 st Place	AMIT SINGH SUDHEER	DHL Express (Malaysia) Sdn Bhd
2 nd Place	TAN LI PING	Maxis Berhad
3 rd Place	SAMSON ISAAC KARRIAPPA	HP Multimedia Sdn Bhd

Best Contact Centre Professional-Outbound (above 100 seats)

1 st Place	SULINDA BT HASSAN	Maybank Group Customer Care
2 nd Place	NOR NAZRAH BT ABDUL MUNIR	Maybank Group Customer Care
3 rd Place	SITI MASRAH BT RAMLI	Maybank Group Customer Care

Best Contact Centre Professional-Outbound (under 100 seats)

1 st Place	ARVILLA DAMASYANI	Teledirect Telecommerce Sdn Bhd
2 nd Place	CARMEN, PANG LEE FUNG	DHL Express (Malaysia) Sdn Bhd
3 rd Place	MARK ZANE ISAAC	Asia Business Software Solutions Sdn Bhd

Best Contact Centre Professional-People (above 100 seats)

1 st Place	ARIA PUTERA KAMAL	Citibank Berhad
2 nd Place	RAPISAH NOR BT IBRAHIM	Maxis Berhad
3 rd Place	BALA GANESAN SIVALINGAM	Maxis Berhad

Best Contact Centre Professional-People (under 100 seats)

There is no award winner for this category.		
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Best Contact Centre Professional-WF/QA (above 100 seats)

1 st Place	SOFIA BT MUID	Maxis Berhad
2 nd Place	MASTURA KAMARUDIN	Maxis Berhad

Best Contact Centre Professional-WF/QA (under 100 seats)

1 st Place	MICHAEL ONG CHU KWANG	DHL Express (Malaysia) Sdn Bhd
2 nd Place	SULOCINI NAIR KUNJOO	Maxis Berhad
3 rd Place	LAM YOKE HUI	Maxis Berhad

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CORPORATE AWARDS

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Best Contact Centre-Banking (open)

1 st Place	Maybank Group Customer Care
2 nd Place	Teledirect Telecommerce Sdn Bhd-Citibank
3 rd Place	Teledirect Telecommerce Sdn Bhd-PBB

Best Contact Centre-Government Ministries/Agencies (open)

2 nd Place	Kumpulan Wang Simpanan Pekerja
3 rd Place	VADS Berhad - Tabung Haji Contact Centre

Best Contact Centre-IT (open)

1 st Place	Teledirect Telecommerce Sdn Bhd-Juniper
2 nd Place	Teledirect Telecommerce Sdn Bhd-Intel
3 rd Place	DHL Asia Pacific Information Services Sdn Bhd

Best Contact Centre-Insurance (open)

There is no award winner for this category.	
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Best Contact Centre-Telecommunications (open)

1 st Place	Maxis Berhad
2 nd Place	YTL Communications Sdn Bhd

Best Contact Centre-Utilities (open)

3 rd Place	Tenaga Nasional Berhad
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Best New Comer Contact Centre (open)

2 nd Place	Teledirect Telecommerce Sdn Bhd-Juniper
3 rd Place	YTL Communications Sdn Bhd
3 rd Place	Cimb Bank Berhad

CRM Programme Implementation Contact Centre (open)

1 st Place	Maxis Berhad
2 nd Place	Citibank Berhad

Most Creative Contact Centre (open)

1 st Place	Maxis Berhad
2 nd Place	UTS Marketing Solutions Sdn Bhd
3 rd Place	DHL Asia Pacific Information Services Sdn Bhd

Most Green Contact Centre (open)

1 st Place	DHL Asia Pacific Information Services Sdn Bhd
2 nd Place	HP Multimedia Sdn Bhd
3 rd Place	Maxis Berhad

People Contact Centre (open)

1 st Place	DHL Asia Pacific Information Services Sdn Bhd
2 nd Place	Maybank Group Customer Care
3 rd Place	Sudong (M) Sdn Bhd

Process Excellence Contact Centre (open)

1 st Place	DHL Express (Malaysia) Sdn Bhd
2 nd Place	DHL Asia Pacific Information Services Sdn Bhd
3 rd Place	Maxis Berhad

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Social Media Programme Contact Centre (open)

1 st Place	Maxis Berhad
2 nd Place	Kumpulan Wang Simpanan Pekerja
3 rd Place	VADS Berhad-TM

Technology Innovation Contact Centre (open)

1 st Place	Maxis Berhad
2 nd Place	Teledirect Telecommerce Sdn Bhd
3 rd Place	DHL Asia Pacific Information Services Sdn Bhd

Video Contact Centre (open)

1 st Place	Sudong (M) Sdn Bhd
2 nd Place	Maxis Berhad

Best In-house Inbound Contact Centre (above 100 seats)

1 st Place	Maybank Group Customer Care
2 nd Place	Maxis Berhad
3 rd Place	Hong Leong Bank Berhad

Best In-house Inbound Contact Centre (under 100 seats)

1 st Place	DHL Express (Malaysia) Sdn Bhd
2 nd Place	Maybank Group Customer Care
3 rd Place	YTL Communications Sdn Bhd

Best In-house Outbound Contact Centre (above 100 seats)

There is no award winner for this category.	
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Best In-house Outbound Contact Centre (under 100 seats)

2 nd Place	Maxis Berhad
3 rd Place	DHL Express (Malaysia) Sdn Bhd

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Best Outsourced Inbound Contact Centre (above 100 seats)

1 st Place	HP Multimedia Sdn Bhd-Ericsson
2 nd Place	HP Multimedia Sdn Bhd-Shell
3 rd Place	IBM Malaysia Sdn Bhd

Best Outsourced Inbound Contact Centre (under 100 seats)

1 st Place	HP Multimedia Sdn Bhd-P&G
2 nd Place	HP Multimedia Sdn Bhd-BMS
3 rd Place	YTL Communications Sdn Bhd

Best Outsourced Outbound Contact Centre (above 100 seats)

3 rd Place	UTS Marketing Solutions Sdn Bhd
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Best Outsourced Outbound Contact Centre (under 100 seats)

1 st Place	Teledirect Telecommerce Sdn Bhd-PBB
2 nd Place	Teledirect Telecommerce Sdn Bhd-Citibank
3 rd Place	UTS Marketing Solutions Sdn Bhd

Corporate Social Responsibility (open)

1 st Place	Maybank Group Customer Care
2 nd Place	DHL Asia Pacific Information Services Sdn Bhd

Best of the Best Contact Centre Award: In-house category (open)

Maxis Berhad

Best of the Best Contact Centre Award: Outsourced category (open)

Teledirect Telecommerce Sdn Bhd

Industry Professional Development Achievement Award

There is no award recipient for this category.
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