

Category	Company	Name	Winner
Best Contact Centre Professional Under 100 seats	PETRONAS ICT SDN BHD	PARTHIBAN ANANTHAN	GOLD
Best Contact Centre Professional Under 100 seats	PETRONAS ICT SDN BHD	DHILIP	SILVER
Best Contact Centre Professional Under 100 seats	DHL EXPRESS (M) SDN BHD	SHRI RAM PRAKASH HARIDAS	BRONZE
Best Contact Centre Professional Above 100 seats	MALAYAN BANKING BERHAD	PUVANESVARAN SELVARAJA	GOLD
Best Contact Centre Professional Above 100 seats	CITIBANK BERHAD	MOHD FIRDAUS BIN MAT JALI	SILVER
Best Contact Centre Professional Above 100 seats	MALAYAN BANKING BERHAD	VASANTA P RASARETTINAM	BRONZE
Best Telemarketing Professional Under 100 seats	DHL EXPRESS (M) SDN BHD	ELOISE CHUNG XIN YI	GOLD
Best Telemarketing Professional Above 100 seats	MALAYAN BANKING BERHAD	NICHOLAS UMA	GOLD
Best Telemarketing Professional Above 100 seats	MALAYAN BANKING BERHAD	RAZARENA FAZERA ROSLI	SILVER
Best Telemarketing Professional Above 100 seats	MALAYAN BANKING BERHAD	AVTAR KAUR A/P GURCHARAN SINGH	BRONZE
Best Contact Centre Team Leader Under 100 seats	DHL EXPRESS (M) SDN BHD	WONG KENG MUN (SAMANTHA)	GOLD
Best Contact Centre Team Leader Under 100 seats	PETRONAS ICT SDN BHD	RAFEIDAH JAMAL MOHAMED R.A.	SILVER
Best Contact Centre Team Leader Under 100 seats	CONVERGYS (M) SDN BHD	MICHAELA JULIET RAMIREZ	BRONZE
Best Contact Centre Team Leader Above 100 seats	SUDONG SDN BHD	AIZAT ZAYYANI BINTI AMAD ZAHIT	GOLD
Best Contact Centre Team Leader Above 100 seats	SUDONG SDN BHD	SAIF AHMED LOTF	SILVER
Best Contact Centre Team Leader Above 100 seats	CITIBANK BERHAD	DOONG AH MING	BRONZE
Best Contact Centre Manager Under 100 Seats	DAYTHREE BUSINESS SERVICES SDN BHD	CHIEW SIN KWANG	GOLD
Best Contact Centre Manager Under 100 Seats	DHL EXPRESS (M) SDN BHD	MICHAEL ONG CHU KWANG	SILVER
Best Contact Centre Manager Under 100 Seats	DHL EXPRESS (M) SDN BHD	SUKHVINDER SINGH A/L ROLLA SINGH	BRONZE
Best Contact Centre Manager Above 100 Seats	UTS MARKETING SOLUTION SDN BHD	NORLIZA BINTI SYED AHAMED KABEER	GOLD
Best Contact Centre Manager Above 100 Seats	UTS MARKETING SOLUTION SDN BHD	NORHASLINDA BINTI OSMAN	SILVER
Best Contact Centre Professional Online Support Under 100 seats	CONVERGYS (M) SDN BHD	KEETHAN RAJ A/L RAMAN	GOLD
Best Contact Centre Professional Online Support Above 100 seats	MALAYAN BANKING BERHAD	MOHD SYUKRI ABDUL MAJD	GOLD
Best Contact Centre Professional Online Support Above 100 seats	MALAYAN BANKING BERHAD	HALIMAHTUN SA'ADIAH HARUN	SILVER
Best Head of Contact Centre	MALAYAN BANKING BERHAD	ADRE AHMAD FIAZIL IDRIS	GOLD
Best Head of Contact Centre	DAYTHREE BUSINESS SERVICES SDN BHD	PRABAGARAN CHILATORAI	SILVER
Best Head of Contact Centre	UTS MARKETING SOLUTION SDN BHD	LATCHUMANAN BOSE	BRONZE
Best Contact Centre Trainer	SUDONG SDN BHD	YEOGESWARAN A/L MOORTHY	GOLD
Best Contact Centre Trainer	DHL EXPRESS (M) SDN BHD	SUBAIDA FATIMA MASOOTHU	SILVER
Best Contact Centre Trainer	CONVERGYS (M) SDN BHD	SATHYA KALA MUTHU KRISHNAN	BRONZE
Best Contact Centre Quality Assurance Specialist	MALAYAN BANKING BERHAD	TAN KIM TAUR	GOLD
Best Contact Centre Quality Assurance Specialist	DAYTHREE BUSINESS SERVICES SDN BHD	S HEMAH SUBRAMANIAM	SILVER
Best Contact Centre Quality Assurance Specialist	PETRONAS ICT SDN BHD	ROSMANIZA A RAHMAN	BRONZE
Best Contact Centre IT Infrastructure Support Specialist	CONVERGYS (M) SDN BHD	MARLON MAILARI	GOLD
Best Contact Centre Business & Data Analyst	MALAYAN BANKING BERHAD	WAHEEDATUL ANIZA ABDUL KADIR	GOLD
Best Contact Centre Business & Data Analyst	DHL EXPRESS (M) SDN BHD	REVATHI A/P PERIASAMY	SILVER
Best Contact Centre Business & Data Analyst	RHB BANK BERHAD	KU MUHD YUSRI BIN KU SAAD	BRONZE
Best Contact Centre HR Support Specialist	MALAYAN BANKING BERHAD	HASNIZIATI MOHAMED ARIFFIN	GOLD
Best Contact Centre HR Support Specialist	ALLIANZ MALAYSIA BERHAD	IVY ERNY IBRAHIM	SILVER