

1 Best Contact Centre Professional_ Under 100 seats

BCCPU-0028	Best Contact Centre Professional_ Under 100 seats	American Express (Malaysia) Sdn Bhd	Loo Zhi Hao	Bronze
BCCPU-0020	Best Contact Centre Professional_ Under 100 seats	American Express (Malaysia) Sdn Bhd	Ayesha Hanis Saiful Bahari	Silver
BCCPU-0001	Best Contact Centre Professional_ Under 100 seats	American Express (Malaysia) Sdn Bhd	Koh Li Chen	Gold

2 Best Contact Centre Professional _Above 100 seats

BCCPA-0012	Best Contact Centre Professional _Above 100 seats	American Express (Malaysia) Sdn Bhd	Chloe Chua	Bronze
BCCPA-0007	Best Contact Centre Professional _Above 100 seats	Citibank Berhad	Andy Lim Kuok Chuan	Silver
BCCPA-0013	Best Contact Centre Professional _Above 100 seats	Citibank Berhad	Brian Siva Raj Manoharen	Gold

3 Best Contact Centre Sales Specialist

BCCSS-0006	Best Contact Centre Sales Specialist	AIA Bhd	Nurbibiyana Mhd Supai	Bronze
BCCSS-0001	Best Contact Centre Sales Specialist	American Express (Malaysia) Sdn Bhd	Chris Low Yong Hui	Silver
BCCSS-0003	Best Contact Centre Sales Specialist	American Express (Malaysia) Sdn Bhd	Dhurgaishini Kumareson	Gold

4 Best Contact Centre Support Professional

BCCSP-0017	Best Contact Centre Support Professional	American Express (Malaysia) Sdn Bhd	Sasikala Mathivanan	Bronze
BCCSP-0009	Best Contact Centre Support Professional	American Express (Malaysia) Sdn Bhd	Ahmad Rizal Samsudin	Silver
BCCSP-0023	Best Contact Centre Support Professional	American Express (Malaysia) Sdn Bhd	Ngo Yueh Kun	Gold

5 Best Contact Centre Trainer

BCCT-0006	Best Contact Centre Trainer	DHL Information Services (Asia-Pacific) Sdn Bhd	Puvanamala Sivavikraman	Bronze
BCCT-0003	Best Contact Centre Trainer	American Express (Malaysia) Sdn Bhd	Avril Priyadarshani Jacobs	Silver
BCCT-0001	Best Contact Centre Trainer	Aspire Services Sdn Bhd	Shoba Tawamany	Gold

6 Best Contact Centre Quality Assurance Specialist

BCCQA-0003	Best Contact Centre Quality Assurance Specialist	DHL Information Services (Asia-Pacific) Sdn Bhd	Farah Inani Mior Muhamad	Bronze
BCCQA-0001	Best Contact Centre Quality Assurance Specialist	DHL Information Services (Asia-Pacific) Sdn Bhd	Gisele Loh	Silver
BCCQA-0004	Best Contact Centre Quality Assurance Specialist	American Express (Malaysia) Sdn Bhd	Lim Jo Ann	Gold

7 Best Contact Centre Workforce Management

BCCWFM-0002	Best Contact Centre Workforce Management	Teleperformance Malaysia Sdn Bhd	Mohamad Ashaari Abd Razak	Bronze
BCCWFM-0003	Best Contact Centre Workforce Management	AIA Bhd	Aireen Nur Ariffin	Silver

8 Best Contact Centre Team Leader_ Under 100 seats

BCCTLU-0016	Best Contact Centre Team Leader_ Under 100 seats	American Express (Malaysia) Sdn Bhd	Nazarino Matlin	Bronze
BCCTLU-0012	Best Contact Centre Team Leader_ Under 100 seats	AIA Bhd	Harshini Rajamani	Silver
BCCTLU-0007	Best Contact Centre Team Leader_ Under 100 seats	American Express (Malaysia) Sdn Bhd	Punithavathy Murugayah	Gold

9 Best Contact Centre Team Leader_Above 100 seats

BCCTLA-0006	Best Contact Centre Team Leader_Above 100 seats	American Express (Malaysia) Sdn Bhd	Bryan Tan	Bronze
BCCTLA-0003	Best Contact Centre Team Leader_Above 100 seats	American Express (Malaysia) Sdn Bhd	Heidi Hei	Silver
BCCTLA-0012	Best Contact Centre Team Leader_Above 100 seats	American Express (Malaysia) Sdn Bhd	Stephanie Thomas	Gold

10 Best Contact Centre Manager_Under 100 seats

BCCMU-0001	Best Contact Centre Manager_Under 100 seats	DHL Express (M) Sdn Bhd	Law Kar Lai	Bronze
BCCMU-0010	Best Contact Centre Manager_Under 100 seats	American Express (Malaysia) Sdn Bhd	Stephanie Denise Herboldt	Silver
BCCMU-0007	Best Contact Centre Manager_Under 100 seats	American Express (Malaysia) Sdn Bhd	Lynne Low	Gold

11 Best Contact Centre Manager_Above 100 seats

BCCMA-0001	Best Contact Centre Manager_Above 100 seats	American Express (Malaysia) Sdn Bhd	Cinderella Joseph	Silver
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12 Best Head of Contact Centre

BHCC-0001	Best Head of Contact Centre	AIA Shared Services Sdn Bhd	Sivakumar Muniandy	Silver
BHCC-0002	Best Head of Contact Centre	Webhelp Malaysia Sdn. Bhd	Sunita Soyza	Gold