

Individual Categories

Total: 16

45

No	Categories	Company Name	Namelist	Rank
1	Best Contact Centre Professional (Voice) Above 100 Seats	American Express (M) Sdn Bhd	GAYATHIRI KULASEGARAM	Gold
		American Express (M) Sdn Bhd	MICHELLE OLIVIA ROBERT SELVARAJ	Silver
		Sudong Sdn Bhd	NURAIN NADHIRAH MOHD KASSIM	Bronze
2	Best Contact Centre Professional (Voice) Below 100 Seats	American Express (M) Sdn Bhd	SHAMINY SALVADORAI	Gold
		American Express (M) Sdn Bhd	KAH LOK GAN	Silver
		DHL Express (M) Sdn Bhd	DZUL RIYHAYN ABD WAHAB	Bronze
3	Best Contact Centre Professional (Omni Channel)	DHL Express (M) Sdn Bhd	DAYANGKU NUR AIN ROSLAN	Gold
		DHL Express (M) Sdn Bhd	MUHAMAD HAKIMI WAHAB	Silver
		Teleperformance Malaysia	ERICA KOHAGIZAWA	Bronze
4	Best Contact Centre Sales Specialist	DHL Express (M) Sdn Bhd	VIKNESWARAN SUBRAMANIAM	Gold
		DHL Express (M) Sdn Bhd	LEE HUI FANG	Silver
		DHL Express (M) Sdn Bhd	TAN AI FEN	Bronze
5	Best Contact Centre Support Professional Data Analyst/Scientist	American Express (M) Sdn Bhd	MANDY YONG	Gold
		Teleperformance Malaysia	EVANS LIM	Silver
		DHL Express (M) Sdn Bhd	MUHAMMAD NAJMI AMIR SHAMSUDIN	Bronze
6	Best Contact Centre Support Professional HR Business Partner	VADS Business Process Sdn Bhd	NORASHIKIN MD NAWI	Gold
		DHL Express (M) Sdn Bhd	SUKHVINDER SINGH ROLLA SINGH	Silver
		AIA Shared Services Sdn Bhd	HOO CHEW LIAN	Bronze
7	Best Contact Centre Support Professional IT Business Partner	DHL Express (M) Sdn Bhd	CHOW KAH WUI	Gold
		VADS Business Process	MOHD ASHAM ALI	Silver
8	Best Contact Centre Support Professional QA Specialist	American Express (M) Sdn Bhd	SUKI CHI SHAN WONG	Gold
		Sudong Sdn Bhd	MOHD FARIZAN SULIMAN	Silver
		AIA Shared Services Sdn Bhd	MOHAMAD ZULHIZAM MOHAMAD KOMARUDDIN	Bronze

9	Best Contact Centre Support Professional Trainer	American Express (M) Sdn Bhd	SATVINDERJIT KAUR	Gold
		VADS Business Process Sdn Bhd	NURUL AIDA ZAFRA	Silver
		TM Technology Services Sdn Bhd	ANIS NABILA ABDUL RAUF	Bronze
10	Best Contact Centre Support Professional WFM Analyst	DHL Express (M) Sdn Bhd	RAFIZAH ASNIRA ROSLAN	Gold
		TM Technology Services Sdn Bhd	CHANG CHAU CHYUN	Silver
		UOB Centre of Excellence (M) Sdn Bhd	CHIN QIAN YING	Bronze
11	Best Contact Centre Team Leader Inbound	DHL Express (M) Sdn Bhd	VIKNESWARI PANEERSELVAM	Gold
		American Express (M) Sdn Bhd	KOH LI CHEN	Silver
		DHL Express (M) Sdn Bhd	ALIF HAIKAL HARUN	Bronze
12	Best Contact Centre Team Leader Outbound	CIMB Bank	ALLISON THIEN VUI LYN	Gold
		DHL Express (M) Sdn Bhd	NUR FATIN DAHLIA MAT SALLEH	Silver
		CIMB Bank	KARTHIANI NARAINAN	Bronze
13	Best Contact Centre Manager Inbound	DHL Express (M) Sdn Bhd	ONG CHU KWANG	Gold
		Petronas Digital Sdn Bhd	MUHAMMAD ASRUL NIZAM AHMAD	Silver
		RHB Bank Bhd	MOHD SHAHRIZAN SOPIAN	Bronze
14	Best Contact Centre Manager Outbound	DHL Express (M) Sdn Bhd	CHIN KO KEONG	Gold
		CIMB Bank	MOHD FEIZAL MAHAMAD ZAKARIA	Silver
		CIMB Bank	CONNIE ONG LEE HUA	Bronze
15	Hero Award	RHB Bank Bhd	GURMIT KAUR RAGBIR SINGH	Gold
16	Best Head of Contact Centre	Sudong Sdn Bhd	WONG CHEE ENG	Gold
		VADS Business Process Sdn Bhd	SHEELA TANGGARAJU	Silver
		DHL Express (M) Sdn Bhd	ARVIND MOHAN	Bronze

Corporate Categories

Total: 13

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No	Categories	Company Name	Rank	Name
1	Best Social Media Program	CIMB Bank Berhad	GOLD	Magendran Pillai Palaniandy
		IGT Services and Technologies KL Sdn Bhd	SILVER	
		Teleperformance Malaysia	BRONZE	
2	Best Employee Experience Program	DHL Express (M) Sdn Bhd	GOLD	
		RHB Bank Bhd	SILVER	
		Sudong Sdn Bhd	BRONZE	
3	Best Corporate Social Responsibility Program	CIMB Bank	GOLD	Taufiq Liew Yu Soon
		DHL Express (M) Sdn Bhd	SILVER	
		RHB Bank Bhd	BRONZE	
4	Best Customer Experience Program	Malaysia Aviation Group	GOLD	
		Petronas Digital Sdn Bhd	SILVER	
		TNG Digital Sdn Bhd	BRONZE	
5	Best New Contact Centre Project	Pos Malaysia Berhad	GOLD	Vivien Lee Lai Mei
		American Express (M) Sdn Bhd	SILVER	
		IGT Services and Technologies KL Sdn Bhd	BRONZE	
6	Digital Innovation Best Use of Automation	Daythree Business Services Sdn Bhd	GOLD	
		Ecart Services Malaysia Sdn Bhd (Lazada)	SILVER	
		VADS Business Process Sdn Bhd	BRONZE	
7	Digital Innovation Best Use of Data Analytics	DHL Express (M) Sdn Bhd	GOLD	
		RHB Bank Bhd	SILVER	
		Petronas Digital Sdn Bhd	BRONZE	
8	Digital Innovation Best Use of Digital Workforce	DHL Express (M) Sdn Bhd	GOLD	
		Ricoh Business Services Asia Pacific Sdn Bhd	SILVER	

9	Best Outbound Contact Centre	Telecontinent Sdn Bhd	GOLD	
		DHL Express (M) Sdn Bhd	SILVER	
		CIMB Bank	BRONZE	
10	Best Outsourced Inbound Contact Centre Below 100 seats	Commerce Access Sdn. Bhd.	GOLD	
		VADS Business Process Sdn Bhd	SILVER	
11	Best Outsourced Inbound Contact Centre Above 100 seats	Teleperformance Malaysia	GOLD	
		AIA Shared Services Sdn Bhd	SILVER	
		Ecart Services Malaysia Sdn Bhd (Lazada)	BRONZE	
12	Best In House Inbound Contact Centre Below 100 seats	DHL Express (M) Sdn Bhd	GOLD	
		Petronas Digital Sdn Bhd	SILVER	
		Projek Lebuhraya Usahasama Berhad	BRONZE	
13	Best In House Inbound Contact Centre Above 100 Seats	RHB Bank Bhd	GOLD	
		American Express (M) Sdn Bhd	SILVER	
		AmBank (M) Berhad	BRONZE	