

## Individual Categories

No	Categories	Company Name	Namelist	Rank
1	<b>Best Contact Centre Professional (Voice) Below 100 Seats</b>	Sudong Sdn Bhd	Nethiane Saenthareasin	Gold
		Sudong Sdn Bhd	Priyanka Subramaniam	Silver
		Sudong Sdn Bhd	Nabilah Ramli	Bronze

2	<b>Best Contact Centre Professional (Voice) Above 100 Seats</b>	Teleperformance Malaysia Sdn. Bhd.	Inne Ziah Firlana	Gold
		CIMB BANK BERHAD	Nurul Hidayah Zairizal	Silver
		United Overseas Bank (Malaysia) Bhd	Saanthiyah Muniandy	Bronze

3	<b>Best Contact Centre Professional (Omni Channel)</b>	Sudong Sdn Bhd	Amirul Arshad	Gold
		Pos Malaysia Berhad	Mohd Alham Mohd Nor	Silver
		AIA Shared Services Sdn. Bhd.	Siti Nur Ashikin Hanipah	Bronze

4	<b>Best Contact Centre Sales Specialist</b>	CIMB Bank Berhad	Aiman Ahmad Bungsu	Gold
		CIMB Bank Berhad	Chong Leng Sei	Silver
		CIMB Bank Berhad	Mohamed Aniq Hariz Yusfi	Bronze

5	<b>Best Contact Centre Support Professional Data Analyst/Scientist</b>	RHB BANK BHD	Muhammad Fuaad Mohd Rodi	Gold
		AIA Shared Services Sdn. Bhd.	Beatrice Wong Yeong Xian	Silver
		Teleperformance Malaysia Sdn. Bhd.	Yoong Wei Chew	Bronze

6	<b>Best Contact Centre Support Professional HR Business Partner</b>	AIA Shared Services Sdn. Bhd.	Hoo Chew Lian	Gold
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7	<b>Best Contact Centre Support Professional IT Business Partner</b>	AIA Shared Services Sdn. Bhd.	See Boon Heng	Gold
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8	<b>Best Contact Centre Support Professional QA Specialist</b>	United Overseas Bank (Malaysia) Bhd	Muhd Zairul Nahar Shahrudin	Gold
		Sudong Sdn Bhd	Frاندora Fenella De Silva	Silver
		UOB Centre of Excellence (M) Sdn Bhd	Audrey Priya Danabal	Bronze

9	<b>Best Contact Centre Support Professional Trainer</b>	Sudong Sdn Bhd	Norazlina Mohd Nasir	Gold
		AIA Shared Services Sdn. Bhd.	Sathesh Vadivelu	Silver
		RHB BANK BHD	Nor Liyana Salim	Bronze

10	<b>Best Contact Centre Support Professional WFM Analyst</b>	UOB Centre of Excellence (M) Sdn Bhd	Jahira Jasmin Md Yousuff	Gold
		Teleperformance Malaysia Sdn. Bhd.	Nurul Nabilah W Mohd Noor	Silver

11	<b>Best Contact Centre Team Leader Inbound</b>	Sudong Sdn Bhd	Sheila April Savari Muthu	Gold
		Sudong Sdn Bhd	Shamsul Majid	Silver
		CIMB BANK BERHAD	Yeo Jen Mun	Bronze

12	<b>Best Contact Centre Team Leader Outbound</b>	CIMB Bank Berhad	Karthiani Narainan	Gold
		CIMB Bank Berhad	Muhamad Nasriq Rodzli	Silver
		TechnoMech (M) SDN BHD	Thurkeshwary K.Ravindran	Bronze

13	<b>Best Contact Centre Manager Inbound</b>	Sudong Sdn Bhd	Teh Jin Hui	Gold
		CIMB BANK BERHAD	Lim Heng Jee	Silver
		United Overseas Bank (Malaysia) Bhd	Tony Doong Ah Ming	Bronze

14	<b>Best Contact Centre Manager Outbound</b>	CIMB Bank Berhad	Ong Lee Hua	Gold
		CIMB Bank Berhad	Mohd Feizal Mahamad Zakaria	Silver
		Pos Malaysia Berhad	Sarina Shahwani	Bronze

15	<b>Hero Award</b>	CIMB Bank Berhad	Allison Thien Vui Lyn	Winner
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16	<b>Best Head of Contact Centre</b>	Pos Malaysia Berhad	Vivien Lee Lai Mei	Gold
		AIA Shared Services Sdn. Bhd.	Sivakumar Muniandy	Silver
		Teleperformance Malaysia Sdn. Bhd.	Prabitha Praymachandran	Bronze

## Corporate Categories

No	Categories	Company Name	Rank
1	<b>Best Corporate Social Responsibility Program</b>	CIMB Bank Berhad	Gold
		TechnoMech (M) SDN BHD	Silver
2	<b>Best Social Media Program</b>	CIMB BANK BERHAD	Gold
		IGT SERVICES AND TECHNOLOGIES KL SDN BHD	Silver
3	<b>Best Employee Experience Program</b>	Sudong Sdn Bhd	Gold
		CIMB Bank Berhad	Silver
		Commerce Access Sdn. Bhd.	Bronze
4	<b>Best Customer Experience Program</b>	Hong Leong Bank Berhad	Gold
		United Overseas Bank (Malaysia) Bhd	Silver
		SCICOM (MSC) BHD	Bronze
5	<b>Digital Innovation Best Use of Data Analytics</b>	Hong Leong Bank Berhad	Gold
		Daythree Digital Berhad	Silver
6	<b>Digital Innovation Best Use of Automation</b>	PLUS BERHAD	Gold
		RHB BANK BHD	Silver
		Teleperformance Malaysia Sdn. Bhd.	Bronze

7	<b>Best New Contact Centre Project</b>	Daythree Digital Berhad	Gold
		United Overseas Bank (Malaysia) Bhd	Silver
		TechnoMech (M) SDN BHD	Bronze

8	<b>Best Outbound Contact Centre</b>	Telecontinent Sdn Bhd	Gold
		CIMB Bank Berhad	Silver

9	<b>Best Outsourced Inbound Contact Centre Below 100 seats</b>	Sudong Sdn Bhd	Gold
		Commerce Access Sdn. Bhd.	Silver
		IGT SERVICES AND TECHNOLOGIES KL SDN BHD	Bronze

10	<b>Best Outsourced Inbound Contact Centre Above 100 seats</b>	SCICOM (MSC) BHD	Gold
		UOB Centre of Excellence (M) Sdn Bhd	Silver
		AIA Shared Services Sdn. Bhd.	Bronze

11	<b>Best In House Inbound Contact Centre Below 100 seats</b>	CIMB BANK BERHAD	Gold
		Manulife Insurance Berhad	Silver
		Pembangunan Sumber Manusia Berhad	Bronze

12	<b>Best In House Inbound Contact Centre Above 100 Seats</b>	Hong Leong Bank Berhad	Gold
		United Overseas Bank (Malaysia) Bhd	Silver
		CIMB BANK BERHAD	Bronze