



Fidella Tee Pi Ler

Summary

Focused Customer Service with more than 6 years' experience. Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Accomplished in working with organizational leaders to establish business goals and devise strategies driving revenue generation and business growth. Action driven with strong pragmatic problem-solving skills.

Experience

September 2022 – Current

Operation Manager • LifeCare Diagnostic Medical Centre

- Leading the pre-opening team leader to set up each department. Involve planning and organizing the work station, manpower planning for each department
- Analyze and improve organizational process and workflow, employee and space requirements, and equipment layout; implement changes
- Maintain safe and healthy work environment by establishing, following, and enforcing standards and procedures; complying with legal regulations
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees
- Manage relationships with key operations vendors, clients and agents.
- Review and approve all operational invoices and ensure they are submitted for payment
- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints

August 2020 – August 2022

Customer Service Manager • LifeCare Diagnostic Medical Centre

- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Introduced higher standards for customer service and increased efficiency by streamlining operations.
- Exceeded team goals and collaborated with staff members to implement customer service initiatives.
- Completed special projects by using effective decision making, critical thinking and time management skills.
- Researched and observed emerging markets and market shifts to take advantage of potential leads and new markets.
- Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
- Followed through with client requests to resolve problems.



Bukit Jalil, 57000 Kuala Lumpur



+6018-9841582



fidella_0718@hotmail.my

- Collaborated with upper management to improve customer service processes and support structures company-wide.
- Generated customer satisfaction surveys to analyse results into action plans.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Implemented the drive thru self-service system for Covid-19 PCR and RTK test to reduce customers' waiting time and increased the productivity for the team.
- Implemented new appointment system to ease of the work flow.
- Improved the current Queue Management System (QMS) which improve the operation work flow, most importantly decreased patients waiting time for more than 40% and reduce daily hiccups.
- Change the 50% of manual workflow to automation for customer service department as well as nursing department.
- Implemented Ai Chat Bot, reduce 50% department workload.
- Hiring suitable candidates for the department.

June 2018 – May 2019

Guest Relation Officer • Front Office • The Conrad Macao

- Verify and collect guest payment and identification, handling multiple cash transaction, reconciled cash drawer at the end of shift
- Place timely welcome calls to ensure check-in guest has arrived at a freshly clean room
- Set wake up calls as guest requested
- Compute bills, collect payment, post charges, adjustment and make changes accurately for the guest
- Handle complaints and provide the best solution for service recovery
- Buddy with new team member, provide training for them, ensure they understand our hotel SOP and perform daily task by using Opera system.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Conducted research, gathered information from multiple sources and presented results.
- Exceeded goals through effective task prioritization and great work ethic.
- Used Microsoft Word and other software tools for reporting and communication with other departments effectively.
- Increased customer satisfaction by resolving issues.
- Created plans and communicated deadlines to complete projects on time.

Inter-department Collaboration



Customer-focused



Training and mentoring



Effective workflow management



Effective problem solver



June 2016 – May 2018

Guest Relation Officer • VIP lounge • The Parisian Macao

- In charge VIP lounge, personalized butler
- Consistently offered personalized recommendations for guest activities based on detailed conversations with clients upon arrival.
- Streamlined check-in process to decrease wait times and increase customer satisfaction. Such as, VIPs pre-arrival preparation: room inspection, flower setup, book limousine and amenity delivery
- VIPs arrival: escort guest to VIP lounge/ to the room, do rooming
- Investigated guest challenges and sources of dissatisfaction to offer timely resolution.
- Room decoration when guest requested
- Responded to incoming guests, telephone calls and email inquiries with efficiency and professionalism.
- Handling special occasion guests such as: Birthday, Honeymoon and Anniversary
- Communicate with in-room dining for the cake delivery
- Monitored guest services personnel for efficiency and accuracy of response to guest complaints.
- Maintained consistent positive customer feedback.

- Resolved sources of dissatisfaction and implemented processes to prohibit future service obstacles.
- Recommended hotel services or amenities that guest may find useful.
- Restructured lines of communication with housekeeping to make sure guests were satisfied with timeliness and quality of housekeeping services.
- Surveyed guests to check for areas in need of improvement.

January 2015 - March 2016

Waitress • La Mangeoire • Mercure Saint Lary Soulan France

- Acting as breakfast team leader
- Perform wine service, order taker task, work as a bar tender
- Set up meeting room, tea break and aperitif
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Informed customers about daily and seasonal specials.
- Greeted new customers, discussed specials and took drink orders.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Displayed enthusiasm and promoted excellent service to customers, successfully increasing referrals and walk-in business.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Inspected dishes and utensils for cleanliness.
- Met with chef to review daily specials and menu changes.
- Remained calm and poised when dealing with difficult customers or during busy shifts.
- Suggested appropriate food and drink pairings to increase per-ticket sales.
- Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.
- Stored food in designated containers and storage areas to increase shelf life, improve kitchen organization and provide easy access during busy peak service times.

Education

May 2019 - April 2020

Taylor's University, Selangor Malaysia

Master of Business Administration CGPA 3.81

- First Class Honors
- Member of CMI
- Professional development completed in Business Management Project.

January 2010 - December 2014

Taylor's University, Selangor Malaysia

Bachelor of International Hospitality Management with CGPA 3.56

Activities and societies

- Received Taylor's World Class Scholarship 2010.
- Three semesters awarded with Dean List Award.
- Member of Symphony Orchestra as a Cellist.
- Elected as Finance controller for Taylor's Symphony Orchestra in 2013.
- Performed in two annual concerts in Taylor's University.
- Performed in Petaling Jaya Philharmonic Orchestra (PJPO).

Professional References

Grace Kong

Duty Manager

The Parisian Macao

grace.kong@sands.com.mo / gkem900208@gmail.com | 853-62758349

Jean Marc Peybernes

Director

Mercure Sensoria-Saint Lary

H2904-GM@accor.com | +33 05 62 99 50 50