

PANG XY GUANG @ SURESH

Regional Customer
Experience Manager
Senior Manager /
Channel Sales Expert

Contact

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Skills

Microsoft Word, Excel &
Power Point

Call Centre Management

Client Management

Sales (channel & direct)

QlikView

People Management

Omnichannel Sales

Strong business acumen and a solid team player with outgoing, positive attitude compliment with skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed, and process optimization. Energetic, and results-oriented with exemplary passion for developing relationships, cultivating partnerships, and growing businesses.

Work History

2019-11 -
Current

Regional Customer Experience Senior Manager - Southeast Asia & India

Club Med, Kuala Lumpur

- Leading a team of 30 person (Sales to service profile)
- Annual budgeting forecast (Plan and utilization of budget)
- Enhance Omnichannel customer journey
- Optimize sales efficiency and ensure Brand preference
- Handle customer care team and improve customer feedback
- Implement premium service and omni channel strategy
- Responsible for annual target (Sales and other KPI target per country and semester)
- Plan yearly objective with execution roadmap (Set annual KPI alongside with incentive plan)
- Collaboration between department/countries business unit to achieve best possible outcome
- Providing insights on individual market trends and plan to adapt to trends
- Train & coach team alongside with learning & development department to ensure competency of team.
- Identify, on-board and manage new initiative for the team. (New sales tools, method training etc.)

Languages

Mandarin



Cantonese



Hakka



English



Tamil



Malay



2017-07 -
2019-10

Travel Agent Sales Manager

Club Med, Kuala Lumpur

- Develop Indirect channel business volume (BV) and sales contribution.
- Develop Indirect Sales in line with the upscale and segmentation strategy
- Ensure BV is cashed-in, and the commercial target is achieved
- Manage commercial and contractual relations with Clients (travel agents)
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

2016-01 -
2017-06

Key Account Manager

Quantum Diagnostics Sdn Bhd, Petaling Jaya, Selangor

- Overlook call Centre department for multiple purposes. (Quality, engagement and training)
- Overlook logistics department for sample acquiring from clinic to lab.
- Acquiring Corporate accounts for the organization.
- Plan and execute health screening projects for corporate clients.
- Maintain, update, and proofread all information before its published on the website and social media.
- Maintain liaison between hospitals and corporate clients. (Insurance, MNC & corporate company).
- Leveraged strategic planning to penetrate key accounts.

2013-01 -
2016-01

UM Specialist Centre

UM Specialist Centre, Marketing, Public & Client Relations, Kuala Lumpur

- As a marketing executive I was in a part of advertising, strategic planning, promotion, public relations and distribution.
- Manage media interviews with the doctors.
- Organizing General Practitioner (GP) seminar quarterly.

- Maintain liaison between hospitals, corporate clients and patients (Insurance, MNC & corporate company).
- Ensure effective distribution of marketing materials.
- Plan and execute company's booth(s) at APHM exhibition. (Healthcare exhibition)
- Organizing the launch of ASEAN Sleep Research & Competence Centre (Officiated by the Minister of Health – YB Datuk Dr. Subramaniam) • GP referrals (average of 33/month) • Plan, coordinate and execute UM Specialist Centre's website - www.umsc.my - www.aseansleep.org - www.scoliosismalaysia.com.my

2010-01 -
2013-01

Gentle Organizer (GO)

Club Med, Kuantan, Pahang

- Been working with Clubmed for a period of three years on a part time basis while pursuing my bachelor's degree.
- As my skill set suited the company for various role I was juggled between sports, reception, excursion and public relation department.
- Awarded GO of the month (four times)
- Awarded best income generator (2011 and 2012) by selling in-house products which consists of excursion, dining and recreational
- Handling complaints from customer which are hard to handle and escalate to GM if needed.

Education

2009-01 -
2013-01

Bachelor of Science: e-BUSINESS TECHNOLOGY (First-Class Honours)

LIVERPOOL JOHN MOORES – UNIVERSITY

Reference

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