

Norhaslinda Osman

OPERATION MANAGER, CONTACT CENTRE

Experienced specialist with a passion for delivering service in call centre. Self-motivated, team player with strong organizational and interpersonal skills. Always looking to learn new skills, take on extra responsibilities, and grow professionally. Have a proven record of surpassing sales targets and boosting revenue. Experienced in training and mentoring new members of staff. Have worked in busy, pressurized environments where high standards are expected.

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EXPERIENCE

Oct 2017 - Current

Operation Manager, Contact Centre – UTS Marketing Solutions Sdn Bhd

Daily running & management of assigned campaign through the effective use of resources with responsibility for meeting KPI set for each campaign, as well as planning areas of improvement or development. Monitoring random calls to improve quality, minimize errors and track operative performance. Forecasting and analyzing performance statistics and making decisions on the basis of these statistics.

Dec 2015 – Sept 2017

Assistant Operation Manager – UTS Marketing Solutions

Maintains operations, manage Team Managers by following policies and procedures, reporting needed changes. Maintains and improves call center operations by monitoring system performance, identifying and resolving problem, preparing and completing action plans, analyses, process improvement and quality assurance programs.

May 2013 – Nov 2015

Senior Team Manager – UTS Marketing Solutions Sdn Bhd

Lead one group of team leaders & telesales representative to sell insurance product through phone binding services to achieve the target set by company and fulfill client requirement. Assist them in all angle such as motivation, coaching, handling objection tips, handling any issue rise by customer in order to maintain client reputation.

Aug 2012 – Nov 2012

Senior Team Leader – Vads Berhad

Lead one group of team leaders & telesales representative to sell insurance product through phone binding services. Track and record individual team member KPI and make sure hitting company and client requirement and action taken for those not achieve minimum standard. Trained, coached, and supervised new staff members. Helped management to identify workflow issues and find solutions.

June 2010 – Oct 2011

Team Leader – UTS Marketing Solutions Sdn Bhd

Assist them in all angle such as motivation, coaching, handling objection tips, handling any issue rise by customer in order to maintain client reputation. Track and record individual team member KPI and make sure hitting company and client requirement and issuing warning letter for those not achieve minimum standard

June 2009 – May 2010

Telemarketing Executive - UTS Marketing Solutions Sdn Bhd

Made outbound calls to solicit sales, reading predetermined scripts, providing product descriptions, and expertly answering impromptu questions. Scripted presentation that highlighted the insurance product, differentiating it from those of competing brands. Achieve KPI that been set by company and earn more commission.

EDUCATION

2004 - 2007

Diploma of Business Management
Cybernetics International College of Technology

SKILLS

- Data & Performance Analysis
- Problem-Solving
- Sales Planning
- Leadership
- Training & Coaching
- Data Purging & Client Management
- Microsoft Office
- Process Flow & Implementation
- Training & Coaching
- Communication

ACHIEVEMENT

- 1st Runner up for CCAM Award (Best Contact Centre Manager above 100 seats) 2018
- Best Operation Managers in year 2018
- Manage to expend the project from 40 seat to 175 seat

LANGUAGES

- Malay – Expert
- English – Fluent

CERTIFICATION

- Pre-Certification Examination (General & Life)
- Takaful Basic Examination

REFERENCES

Name : Norliza Binti Syed Kabeer
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norliza.kabeer@unitedteleservice.com
Designation : Senior Head of Contact Centre.
Company : UTS Marketing Solution Sdn Bhd