

PHOEBE LOW

MANAGER

P 016-2069324

E phoebeconstance206@gmail.com

A Petaling Jaya, Selangor

OBJECTIVE

Result-oriented customer service professional who's passionate about operations and facilitating excellent patient care. Motivated team builder and supervisor focused on driving team collaboration. Ten years of progressive experience in managing busy healthcare facilities with a strong work ethic complemented by outstanding interpersonal and computer skills. All while being a Results-focused healthcare professional with strength in being a Proactive leader with strong communication and collaboration skills

EXPERIENCE

September 2022 - Present

Branch Manager & Customer Service Manager – Ozhean Aesthetic

- Developing and implementing strategies to achieve sales targets, and improve customer satisfaction, and operational efficiency.
- Managing and leading a team of employees, motivating them to provide high-quality customer service and productivity.
- Analyzing branch performance data, identifying areas for improvement, and developing action plans to drive results.
- Building and maintaining strong relationships with customers, stakeholders, and other branches to increase market share.
- Ensuring compliance with company policies, procedures, and regulations.
- Maintaining a positive work environment that promotes teamwork, collaboration, and innovation.
- Managing branch budgets and making recommendations on resource allocation and investment decisions.
- Keeping up-to-date with industry trends, customer needs, and competitive landscape to develop new products and services and improve existing offerings.
- Communicating regularly with senior management, colleagues, and staff to ensure alignment with company goals and objectives.
- Led sales teams to reach sales targets and maintain good relationships with customers, vendors, business partners, and end-users.
- Providing ongoing training and coaching to customer service representatives to improve their skills and knowledge and enhance customer service policies and procedures.
- Monitoring customer service metrics and implementing initiatives to improve customer service quality.
- Working collaboratively with other departments such as sales, marketing, and product development to incorporate customer feedback into product development and marketing strategies.

EDUCATION

SPM

SMK Heng Ee

Diploma In Physiotherapy
Mahsa University College

KEY SKILLS

- COMMUNICATION SKILLS
- PROBLEM SOLVING AND PROBLEM ANALYSIS
- DECISION MAKING
- PLANNING AND ORGANIZING
- DATA COLLECTION
- COACHING
- STRESS TOLERANCE
- CUSTOMER FOCUSED

TECHNICAL SKILLS

- MICROSOFT OUTLOOK AND OFFICE
- TECHNICAL WRITING SKILLS
- EXABYTES (PHONE AND LIVECHAT SYSTEM)
- ASTIOSTECH (PHONE SYSTEM)

September 2019 – August 2022**Call Centre & Customer Service Assistant Manager – UM Specialist Centre**

- Oversee the daily operation, planning resources, and employee development with a continuous focus on customers' needs, exceeding customer expectations
- Managing people and leading the team towards continuous improvement. Lead the team in cost-optimizing initiatives to improve operational excellency whilst internally developing talent within the teams.
- Implement a new project, Live Chat to bring in more revenue, solve problems effectively, and improve customer service for the company
- Daily operations & management of assigned tasks through the effective use of resources with responsibility for meeting KPI set for the team, as well as planning areas of improvement or development
- Received 90% positive patient survey results
- Reduced abandoned calls by 80%
- Management and planning onboarding process include assigning and directing work.
- Demonstrated that customers come first by serving them with a sense of urgency
- Adhere to the hospital's quality control policies, document all quality control activities, procedural efficient calibrations, and all maintenance performed.
- Perform and track employee competency evaluations and performance review
- Trained new hires on customer service protocols and hospital SOP. This resulted in a 50% increase in customer satisfaction on surveys.
- Coaching, motivating, and retaining staff and coordinating reward and incentive schemes
- Forecasting and analyzing data against budget figures on a weekly and/or monthly basis
- Analyzing performance statistics and making decisions based on these statistics
- Plan and monitor for department's annual budget - Conduct meetings with other Divisions Directors and Medical staff as and when necessary
- Represent the Clinical Services in Hospital Management meetings and work closely with the Medical Staff and other Division Directors to maintain high standards of patient care across the hospital.

June 2016 – August 2019

Operation Team Lead – Vista Eye Specialist

- Monitors team performance from a clinical perspective, identifies issues, works through resolutions and provides both informal and formal feedback
- Provides ongoing education and training in collaboration with the market clinical manager to enable team members to meet patient care and organizational priorities
- Ensures operation of medical and administrative equipment by verifying emergency equipment availability; ensuring completion of preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; maintenance of the surgery machines
- Monitor, track, and evaluate team performance based on predetermined Key Performance Indicators (KPIs) and provide feedback to the manager to ensure all goals are met and standards are adhered to.
- Developing strategies and implementing all marketing activities
- Source, plan, coordinate and execute events & roadshows.
- Responsible for Medication (Nego and purchase)
- Able to compile statics and reports, verify information, maintain master files as well as ensure the accuracy of the data entry
- Assist in renewal, and new license application to KKM (Set up new outlet)

June 2013 – May 2016

Senior Hearing Care Consultant – Hearing Partners

- Achieving sales target
- Perform a Hearing Test and Suggest the best solution for patients
- Maintain records of the test results so that they can be used to inform recommendations about hearing aids or other products the individual might benefit from.
- Take ear impressions if needed
- Demonstrate on hearing aids.
- Check and repair hearing aids or provide maintenance services for the hearing aids
- Prepare meeting presentations
- Visits Private and Government Clinics, Hospitals to visit ENT Doctors.
- Plan for marketing activities and arrange roadshows or events for the outlet (To create Hearing awareness & Our services)

REFERENCES

[Available upon request.]