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SKILLS

- Team leadership
- Decision making
- Problem-Solving
- Cross-cultural communication
- Cross-functional collaboration
- Employee engagement
- Adaptability and flexibility

CERTIFICATION

Prince2 Foundation Certificate

EDUCATION

DEGREE OF INFORMATION TECHNOLOGY

Multimedia University, Cyberjaya
2006 - 2009

DIPLOMA OF COMPUTER SCIENCE

Kolej Poly-Tech Mara, Kuala Lumpur
2001 - 2004

SECONDARY SCHOOL

SMK Convent Bukit Nanas, Kuala Lumpur
1996 - 2000

LANGUAGE

- English
- Malay

HIDAYAH ZULKIFLI

OPERATIONS MANAGER

Adaptable and reliable leader in guiding teams to success. I have consistently demonstrated the ability to navigate changing environments and deliver results. My leadership style is built on trust, clear communication, and a commitment to fostering a collaborative, high-performing team.

EXPERIENCE

ACCENTURE TECHNOLOGY SOLUTIONS

OPERATIONS MANAGER

Apr 2021 - Present

- Managed and administered payment allowance processes, ensuring accurate and timely disbursement, resolved payment-related inquiries & issues, and collaborated with internal teams to review and update payment policies and procedures.
- Led and coordinated the end-to-end recruitment process. Worked closely with management to identify staffing needs and developed strategic hiring plans. Conducted job interviews, assessed candidate qualifications, and made hiring recommendations.
- Lead the team's performance management, ensuring adherence to SLAs and KPIs. Collaborated with cross-functional teams to address performance gaps and improve service quality. Conducted regular team meetings and coaching sessions to enhance team members' skills and motivation.
- Established and maintained strong client relationships, ensuring high levels of satisfaction and sustain business.
- Aligning transformation initiatives with client and collaborating with internal team to implement solutions.
- Developed and implemented employee engagement initiatives and Led efforts to support the professional growth and development of team members.
- Cultivated a supportive workplace culture that emphasized employee wellbeing and encouraged open communication through various channels, enabling team members to express their thoughts and opinions.

OPS LEAD

Dec 2016 - Mar 2021

- Maintained and supervised shift schedules and attendance records to ensure adequate staffing levels on a daily basis. Predicted staffing needs based on shift, product and language.
- Ensured the punctual submission of reports, identified operational risks, and worked to minimize them.
- Monitored team productivity during shifts and offered feedback or coaching as needed.
- Managed daily huddles, weekly and monthly one-on-one meetings with analysts and the management team.
- Monitored risk within operations, escalated to management when needed in a timely manner and ensuring SLAs were met.
- Demonstrated understanding of the customer's business needs and maintains high customer satisfaction ratings
- Primary SPOC for Project Wellbeing Program.

PROMETRIC TECHNOLOGY

QUALITY ASSURANCE SUPERVISOR

Dec 2014 - Nov 2017

- Managed and supervised a team of Quality Assurance Analysts, overseeing their day-to-day activities and ensuring that quality standards were met.
- Collaborated with cross-functional teams to address quality-related issues, implement corrective actions, and drive process improvements.
- Developed and maintained quality monitoring processes and checklists, ensuring consistent adherence to established standards.
- Conducted regular quality audits and assessments on customer interactions, including calls, emails, and technical tickets, to maintain high service quality.

QUALITY ASSURANCE ANALYST

Apr 2011 - Nov 2014

- Conducted quality assurance assessments on candidates interactions, including calls, emails, and technical tickets, to ensure adherence to established standards and guidelines.
- Identified areas for improvement and provided feedback and coaching to team members to enhance performance and compliance.

CUSTOMER SERVICE REPRESENTATIVE

Jan 2010 - Mar 2011

- Provided excellent customer service by addressing inquiries, resolving issues, and ensuring candidates satisfaction.