



PRESEENAN GOVINDASAMY

General Manager

As an accomplished General Manager, I have leveraged my skills and experience to effectively oversee and manage diverse teams and operations. With a proven track record of success, I have demonstrated a strong ability to drive business growth and profitability through strategic planning, financial management, and team development. My analytical mindset, problem-solving skills, and exceptional leadership abilities have enabled me to consistently deliver high levels of customer satisfaction and exceed organizational goals.

Global Customer Experience Manager

Skilled Global Operation / Experience Customer Service Manager with 12 Years of experience versed in effectively supervising and guiding customer service team members globally in conflict resolution and efficiency boosting strategies. Analytical problem-solver with excellent mentoring and team leadership abilities. Adept at assisting associates with maintaining optimal customer satisfaction through skilled support and escalated issue-management.



Work History

2021-08 –
Current

General Manager

iHeal Medical Centre, Kuala Lumpur, WP - Kuala Lumpur

As a General Manager for iHeal Medical Centre, I am responsible for overseeing all aspects of the medical center, including financial management, employee management, patient care, and compliance with regulatory requirements. My role requires strong leadership skills, a deep understanding of the healthcare industry, and a commitment to improving patient outcomes and experiences. My financial management responsibilities include developing and



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implementing financial strategies to ensure the medical center's financial health, profitability, and growth. I oversee the budget, revenue, and expenses of the medical center, ensuring that resources are allocated effectively. As the General Manager, I manage a team of medical professionals and administrative staff, providing leadership, mentorship, and support to ensure that everyone is working efficiently and effectively towards the center's goals. I foster a positive and productive work environment and continuously seek opportunities to improve employee engagement and satisfaction. Patient care is at the core of iHeal Medical Centre's mission, and I am committed to improving patient outcomes and experiences. I monitor and improve the center's clinical processes and protocols, ensuring that patients receive high-quality care and services. Finally, I ensure that iHeal Medical Centre operates in full compliance with all relevant laws and regulations. I stay up-to-date with the latest developments in regulatory requirements and implement necessary changes to ensure compliance.

In summary, as the General Manager for iHeal Medical Centre, I am a skilled leader with expertise in financial management, employee management, patient care, and regulatory compliance. I am committed to improving the medical center's performance and ensuring that patients receive the best possible care and services.

General Responsibilities :

- Responsible for maintaining the highest standards of personal hygiene and are neatly groomed and attired at all times at work.
- Responsible for maintaining good relationships and being able to project the spirit of excellent customer service and positive attitude when representing the company.
- Responsible for diligently promoting the company's brand, name, products and services internally and externally.
- Responsible for providing help and advice to customers whenever it is necessary regards to the company's product and services.
- Responsible for communicating courteously with customers by telephone, eMail, letter and face to face.
- Require to learn about the company's products or services and keeping up to date with the changes.
- Responsible for providing support and reassurance to patients, taking into account their physical and psychological needs.

Skills

Issue resolution



Recruiting and interviewing



Staff management



Employee performance evaluations



Google Drive



Strategic planning



Cost control



Contract Management



Project management



Data collection and analysis



Budgeting



Employee scheduling



Business Administration



- Responsible for ensuring full regulatory standard compliance of the facilities and all operational aspects of the medical centre.
- Responsible for keeping abreast with recent developments in Private Hospital Operations Management.
- Responsible for making recommendations to Senior Management on the hospital upkeep and system upgrades.

Key Responsibilities :

- Operations

- Overseeing the management of daily operations which includes the sufficiency of human resources to carry out the provision of medical services diligently.
- Ensure that the staff are well trained in their respective fields by implementing and enforcing continuous development training programmes.
- Ensure that the medical facilities and infrastructures are well maintained in the aspect of usability, functionality, presentation and cleanliness.
- To maintain and introduce new safety measures to ensure well being and the safety interest of the stakeholders of the company are considered.
- Always ensure the highest level of patient and customer satisfaction by enforcing and enhancing policies and standard operating procedures.
- Ensure the enforcement and implementation of department KPI's with the primary objective to achieve the agreed deliverables by ways of providing guidance and improvisation plans or programmes.
- Ensure that all medical equipment and non-medical equipment are maintained in good working conditions through proper scheduled maintenance programmes or plans.
- To maintain adequate supplies of medical and surgical stocks to support the clinical, medical and surgical service provision unit.
- Overseeing the management of stock with an aim to minimize stock holdings while making sure the adequacy of supplies to clinical, medical and surgical units.
- Ensure that all departments maintain and enhance their standard operating procedures and policies over time.
- Ensure that staff complies with standard operating procedures and policies while carrying out their duties.
- To plan and implement operation procedures and systems to maximize operating officially.

Excellent

Sales growth



Excellent

Operations management



Excellent

Business development



Excellent

Training



Excellent

Consulting



Excellent

Customer service



Excellent

Staff supervision



Excellent

Business analysis



Excellent

Negotiation



Excellent



Software

Microsoft Office



Excellent

Power BI



Excellent

Customer Management
Systems (CMS)



Excellent

Customer Relation
Management Systems (CRM)



- To establish and maintain the operation manual, policies and practices.

- Business Licenses and Contracts

- Ensure the compliance to rules and regulations governed by the ministry of health Malaysia and that i shall take full responsibilities in the event such strategies are in breach of the regulations of this governing body.
- Ensure renewal of all businesses licence and operational licence of the medical centre with, in particularly the ministry of health Malaysia
- Ensure the renewal and validity of all businesses agreements, exm : General and Indemnity Insurance, Maintenance Contract, Ancillary Contract and Etc.

-Financial Responsibilities

- Delivery of revenue, expenses and profit before tax as agreed in the approved annual budget.
- To develop an annual financial budget for the company that is measurable and achievable.
- Ensure the strategic placement and implementation of an effective procurement monitoring to reduce the cost of doing business.
- Overseeing the aspect of products and services pricing to ensure profitability while maintaining competitiveness.
- Coordinate financial and budget activity for maximizing operational efficiency and company profit.
- Facilitate the preparation and analysis of various reports.
- Review company business performance which related to financial, sales and marketing activity and measure company productivity and goal progress.

-Human Resources Responsibilities

- Increase management effectiveness by recruiting, selecting and jointly developing effective training programmes for existing and new employees.
- To jointly develop and implement effective staff retention programmes in collaboration with the Group Human Resources Department
- Maintaining a proper organization chart depicting clear roles and responsibilities of each of the staff.
- Overseeing the development of proper and accurate Job Description (JD) of each employee and ensure that the employee understands and have full knowledge of their JD and their deliverables.

- Require to assess the performance of Managers through scheduled or planned performance appraisal.
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-Medical Affair

- Ensure that all practicing doctors are properly credentialed by the medical credentialing Board of Company.
- Ensure that all practicing doctors possess the required academic and practical qualification and valid certifications to be granted practicing rights in the medical centre.
- Ensure that practicing privileges granted to practicing doctors are always current and valid.
- Maintain all mandatory practicing and indemnity certification of practicing doctors.
- Ensure that charges imposed on patients by practicing doctors are consistent with the recommended or approved fee by the company or with the current schedule of fee governed by the Malaysia Medical Association.

-Task Relief / Ad-hoc Task

- Events Support, preparation of event material, enquiries and promotions.

2021-08 –
2022-07

Global Customer Experience Manager

SPEEDOC MALAYSIA, Kuala Lumpur, WP - Kuala Lumpur

As a Global Customer Experience Manager, my primary responsibility is to bridge the gap between customers and Speedoc brand across all countries. I will map the customer journey to ensure that each touchpoint across the entire customer journey is engaging, efficient, and effective globally. As a successful Global Customer Experience Manager, my goals will be to increase customer satisfaction rates, increase customer loyalty, and gain more referrals from those loyal customers and ultimately drive revenue across all countries. I would need to understand each customer and their specific needs by countries and then set a clear vision so that the entire process is transparent for the customers and they know what to expect. Besides that, I'm also expected to build strong relationships with customers globally that are fostered by gathering customer feedback in real time. This feedback is incorporated into backend operational processes to improve the overall customer experience for all countries. By Countries I will set strategies, objectives and supervise the operations of our Customer Experience Team

and Call Centre to ensure that every touchpoint with Speedoc's customers is a chance to make their experience remarkable. In turn, customers will not only remain loyal to Speedoc but refer others to Speedoc. I will use information from the customer experience to gain insights from our customer's unique perspective with the goal to augment the customer experience and cultivate customer loyalty. I will also guide my team in effective customer issues resolution and handle any escalations from the other team mates. On occasions I may need to work with our Marketing colleagues to manage reviews online and to provide responses to comments and feedback. I have a proven track record in building, leading and managing call centres globally. Possesses strong customer service excellence and people leadership skills.

- Supervised daily operations and sales functions to maximize revenue, customer satisfaction and employee productivity.
- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to achieve resolution.
- Partnered with business leaders to deliver services that support company objectives and consistent with corporate values.
- Performed duties and provided service in accordance with established operating procedures and company policies.
- Delegated tasks to existing support team members and used cloud-based tools to help solve complex business issues.
- Scheduled and attended meetings with clients and prospective clients as requested.
- Established performance and service goals and held associates accountable for individual performance.
- Developed new employees and on-going performance assessment of current employees.
- Organized daily workflow and assessed appropriate staffing to provide optimal service.
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients.
- Collaborated with finance department on invoicing accuracy for applicable products, services, software and logistics.

- Directed work of efficient administrative team maintaining accurate sales, inventory and order documentation.
- Collaborated cross-functionally with headquarters, regional and other teams nationally to maintain consistent message and experience.
- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Maintained up-to-date knowledge of and performed competitor analysis.
- Aligned company goals with customer outcomes and increased satisfaction by automating contact management systems.
- Achieved established KPI for company, regional team and individual performance through teamwork and focus on customers.
- Increased profit margins by effectively controlling budget and overhead and optimizing product turns.
- Delivered recommendations to long-term accounts to promote brand awareness to key audience.
- Developed compelling presentation decks to gain approval for ideas and communicate results.
- Enhanced profitability by developing pipelines utilizing marketing and sales strategies.
- Built relationships with customers and community to establish long-term business growth.
- Communicated product quality and market comparisons by creating sales presentations.
- Managed accounts to retain existing relationships and grow share of business.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Managed revenue models, process flows, operations support and customer engagement strategies.
- Demonstrated products to show potential customers benefits and advantages and encourage purchases.
- Engaged in product training, demonstrations, consumer awareness, branding and acquisition initiatives to raise awareness and revenues.
- Encouraged cross-selling of additional products and services through relationship-building and acquired understanding of customer business needs.

- Maintained up-to-date knowledge of competitor products and pricing in market served.
 - Increased profits through providing excellent customer service, following established guidelines and auditing sales reports.
 - Maintained client files with sales contracts, records of client interactions, client notes, and other information.
 - Increased sales volume by expanding product line to new retailers, including warehouse clubs and natural food chains.
 - Collaborated with advertising group to create uniformity between advertising messages and retail incentives.
 - Hired, supervised and coached 40 employees on sales strategies to optimize performance.
 - Implemented systems and procedures to increase sales.
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- Identified opportunities for growth within territory and collaborated with sales teams to reach sales goal.
 - Capitalized on solutions presented by CRM software to enhance lead prospecting and sales management.
 - Coached and promoted high-achieving sales and account management employees to fill leadership positions with qualified staff and boost company growth.

**2013-05 –
2021-08**

Customer Relationship Management

STAR MEDIA GROUP BHD, Petaling Jaya, Selangor

The role has allowed me to establish my relationship with both the higher management of the company as well as our key vendors, clients and other stakeholders that are involved in my daily deliverables. The role has evolved me to work on a lot of process improvement and quality controls to ensure our performances are consistent and has quality. My project management skills have also been greatly extended during my tenure with this company.

I am currently operating and managing 10 team leaders who have their own headcount under them. My responsibility is to ensure that the individual teams under these leaders achieve their daily, weekly and monthly departmental targets and KPI's. Apart from managing the team, I am also involved with business development where I am required to correspond

with existing and potential clients to ensure a revenue stream is consistently generated for the company. The team that I'm leading is also currently involved with promotion management and work together with the marketing teams in the company.

Due to my extensive experience in both contact centre management and service desks, I'm required to supervise projects that has been outsourced by the company. My additional role involves me supervising the outsource vendors to ensure their deliverables are complying and meeting our required targets and standards.

- Assessed job applications and made hiring recommendations to bring in top candidates for key vacancies.
- Coached team on effective upselling and cross-selling methods.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Submitted reports to senior management to aid in business decision-making and planning.
- Monitored employee performance and developed improvement plans.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Supported staff development and goal attainment by focusing on skill development and job satisfaction.
- Established and optimized schedules to keep coverage and service in line with forecasted demands.
- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Trained team members in successful strategies to meet operational and sales targets.
- Provided current employees options for additional training opportunities.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Applied customer feedback to develop process improvements and support long-term business needs.

- Reviewed sales and gross profit reports to determine options for increasing market growth.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Created organization systems for inventory control, merchandising, financial reports and schedules, dramatically increasing operational efficiency.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.
- Recruited, interviewed and hired individuals which would add value to team while bringing wealth of experience.
- Maintained positive customer relationships by responding quickly to customer service inquiries.
- Communicated with managers of other departments to maintain transparency.
- Reduced corporate costs by developing and implementing improved merchandising, receiving and maintenance procedures.
- Kept work areas clean, organized and safe to promote efficiency and team safety.
- Attended monthly sales meetings and reported pertinent information to employees.
- Planned team-building exercises to increase employee performance and job satisfaction.
- Onboarded new employees, including training, mentoring and new hire documentation.
- Assessed workloads to meet seasonal fluctuation needs.
- Multiplied earnings through sales goal achievement, customer service improvements and commitment to team objectives.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Recruited and retained top talent, with focus on completing timely performance evaluations, providing positive feedback and rewarding superior performance.
- Handled customer service by dealing with complaints, organizing stock and answering customer questions.
- Assisted Manager in interview process of prospective employees and provided feedback.

2013-01 -
2013-05

TEAM LEADER

UTS SDN BHD, Kuala Lumpur, WP - Kuala Lumpur

Was managing a team of 15 outbound tele sales consultants. My daily responsibilities were to distribute leads effectively and to prepare sales performance report. My role required me to manage the team, correspond with the clients on daily basis, analyses sales campaigns given by the product marketing team and work on action plans to increase the conversion rates and productivity of my team. As any other leader, I was required to present monthly sales performance review of the campaign and ensure that the team met their required KPIs at the end of each month.

Apart from that, I was also the PIC of the campaign hence, I had to ensure that all outbound tele sales consultants within the campaign had essential product knowledge and was coached frequently. The impetus of such role was my past experiences as a coach and mentor.

- Maximized efficiency by removing safety hazards and debris from work areas.
- Set up and calibrated machinery to meet specific production requirements and meet desired tolerances.
- Monitored operating machinery to assess progress, adjust settings and maintain desired tension and speeds.
- Completed special cuts, including groves and bevels, to produce desired looks.
- Documented counts and sorted finished work to promote easy access for shipping or additional processing.
- Cross-trained and provided back up for customer service managers.
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals.
- Optimized customer support by establishing collaborative service environment.
- Assessed workloads to meet seasonal fluctuation needs.
- Trained team on all aspects of operating procedures and company services.
- Implemented new working processes which delivered continued improvements.
- Established open and professional relationships with team members which helped resolve issues and conflicts quickly.
- Provided constructive criticism regarding quality assurance on collections team phone calls.
- Directed personnel training and mentored team members to promote productivity, accuracy and commitment to friendly service.

- Increased customer retention and satisfaction by closely monitored team member performance and assessing problematic practices.

2011-06 -
2012-05

SPECIALIST

SCICOM (MSC) BHD, Kuala Lumpur, WP - Kuala Lumpur

As an acting assistant manager I was required to manage an inbound team of 16 customer service representatives for the mentioned hotline. My responsibilities were increased from just supervising escalation cases to being more involved with operational matters. During this period, I was exposed to other business acumens and required to ensure my team was meeting all the required KPIs and SLAs of the department. As a team leader, I was also expected to meet the daily Customer Experience (CE), Customer Satisfaction (CSATs) and First Call Resolution (FCR) targets.

My role also required me to prepare daily, weekly and monthly reports. I was managing my team's performance and appraisals on monthly basis following the required performance management standards we had. It is undeniably that the role grew me into a better leader over time.

- Followed all company policies and procedures to deliver quality work.
- Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues.
- Kept detailed records of project progress, discrepancies and other funding issues.
- Interpreted clients' needs and introduced services to fit specific requirements.
- Listened and responded to customer requests and forwarded necessary information to management to ensure appropriate problem-solving.
- Convened and led multi-discipline committee to address sustainability in college operations.
- Communicated with management to request maintenance assistance and ensure all equipment is operating correctly.
- Provided personalized customer service by greeting each customer, assisting with purchases, suggestively selling and making sure all products are available.
- Monitored customer lines at POS and opened additional registers to expedite sale process.
- Provided suggestions for and actively participated in improving sales, margins and execution of all programs.

- Drove sales through sampling initiatives, suggestive selling and communication of promotional items and specials.
- Prepared, presented and maintained appropriate stock levels to promote product availability to customers.
- Attended training programs to deepen professional skillset and assisted in training fellow store associates on existing and new training programs.
- Maintained current understanding of market conditions, compliance standards and best practices.

**2011-06 -
2012-05**

SUPERVISOR

SCICOM (MSC) BHD, Kuala Lumpur, WP - Kuala Lumpur

I was promoted to a supervisory role in the same project where I was required to handle and manage escalation cases. Apart from assisting in resolving disputes and escalation cases, I was also required to do weekly reporting to both my internal management as well as the clients. The reporting involved both case and call analysis to provide the stakeholders with root causes of those escalations and disputes for process and service improvement of SingTel. During the same period, I was also involved in system and product trainings for the new hires which contributed to both my presentation and training skills.

- Conducted routine inspections of incoming materials to check quality and compliance with established product specifications.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Prepared, calibrated and monitored production machinery to maintain optimal production levels and consistently achieve daily targets.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Enhanced training programs to strengthen employee knowledge and promote new managers from within.
- Identified individual employee's unique work styles and adapted management methods.
- Delegated tasks to others on grooming team.
- Handled customer complaints, resolved issues and adjusted policies to meet changing needs.
- Introduced team contests and goals to enhance productivity and improve employee morale.

- Maintained compliance with company policies, objectives and communication goals.
- Analyzed equipment breakdowns using various troubleshooting methods.
- Audited and documented all processes and procedures for new accounts department.
- Conducted scheduled and impromptu evaluations to assess work performance.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Worked with management team to implement proper division of responsibilities.
- Set and managed schedules to give proper coverage to required areas and meet customer service demands.
- Created efficient work schedules for each team member to maintain deadlines and keep shifts properly staffed.
- Utilized standard operating procedures, effective crew resource management, communication and procedures specified in company operation manual.
- Monitored employee performance and provided coaching and constructive guidance to address areas of concern.
- Developed training, task and process guidelines and communicated clear and concise directions to employees.

**2011-06 -
2012-05**

EXECUTIVE CUSTOMER CARE OFFICER

SCICOM (MSC) BHD, Kuala Lumpur, WP - Kuala Lumpur
My duties and responsibilities involved me answering inbound calls related to SingTel services, products and billing enquiries from their existing and potential customers. Upon getting confirmed by the company within 3 months, I was then requested to coach and assist the new hires in the same department.

- Performed various administrative functions, including filing paperwork, delivering mail, sorting mail, office cleaning and bookkeeping.
- Monitored social media and online sources for industry trends.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Prepared relevant SRM documents in conformance with Safety Management System (SMS) order.



Education

2018-01 -
Current

MBA: Business Administration

ASIA E UNIVERSITY - Kuala Lumpur

2018-07 -
2018-07

Business Writing

Sistem Mulia Sdn Bhd - Kuala Lumpur

2016-11 -
2016-11

Digital Marketing

AA Knowledge - Kuala Lumpur

2013-05 -
2013-05

The Amazing Customer Experience

Lawrence Walter Seminars - Kuala Lumpur

2011-11 -
2011-11

Wheel Of Competence Program

SCICOM MSC BHD - Kuala Lumpur

2004-01 -
2008-12

SPM (ACCOUNTS)

SMK VIVEKANANDA - Kuala Lumpur



Languages

English



Native

Malay



Native

Tamil



Superior



Interests

Volunteer Work/Community Involvement

Club Memberships

Sports

Gaming

Traveling

MotorSports



Additional Information

I am a confident, self-assured individual with high personal and professional standards. I approach all opportunities and challenges with a positive attitude and thrive on success. I have a strong communication skills and ability to handle people from different culture be it my peers, customers, clients or managements. I consider myself both a supportive and team player, capable of innovative approaches and not threatened by new ideas. I am very futuristic and practical person who cease all opportunities to be someone in the mere future.