

Leng Kai

COPC Certified Customer Experience Performance Leader 7.0

My Contact

✉ lengkai.my@gmail.com

☎ +60102486617

📍 Kuala Lumpur

🌐 www.linkedin.com/in/leng-kai-93364714b/

Hard Skill

- Analytical skill
- BPO management
- Project Management

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Achievements

2023

COPC Certified Customer Experience
Performance Leader 7.0

2018-2023

Ramp up total 500+ agents for 3
Different Project

2022

Increase project earning by 15~30%

2018-2020

Top 5% amongst company year end
rating for 3 consecutive years
2019

Part of the presentation team that won
Silver award for "CCAM 2019 Best
Inbound Outsourced Contact Center
Above 100 seats"

About Me

COPC Certified Customer Experience Performance Leader. Dedicated and detail-oriented Customer Service field Specialist with 7 years of experience. Handled new economy project such as Uber Transport, UberEats, Airbnb. Specialized in ramping up project, nesting & workflow optimization

Professional Experience

transcosmos | Operation Manager
Aug 2023 – Present

E-commerces Project Key responsibilities:

- Hired to restructure project organization
- Implemented few improvement action item within the 1st month of joining eg : Focus group, nesting, proper outlier management framework.
- Manage and utilize metrics to drive positive change in areas such as Service Level Agreements, Productivity, Customer Satisfaction, Quality, NPS and Contact Rate.
- Work with direct reports to find learnings from real life situations to set and improve metric-based goals; consistently drive teams towards higher performance and quality expectations.
- Maintain ultimate responsibility for team structure, recruiting, onboarding and training by working with outmost leadership, direct reports and other business partners
- Customized & implemented new service concept framework to improve CSAT & QA scores

TDCX | Assistant Operation Manager
2022 – Aug 2023

E-commerces Project Key responsibilities:

- Manage and utilize metrics to drive positive change in areas such as Service Level Agreements, Productivity, Customer Satisfaction, Quality, NPS and Contact Rate. Able to achieve all client KPI target within 6 month of project set up
- Work with direct reports to find learnings from real life situations to set and improve metric-based goals; consistently drive teams towards higher performance and quality expectations.
- Maintain ultimate responsibility for team structure, recruiting, onboarding and training by working with outmost leadership, direct reports and other business partners
- Assisted to redefine customer service journey mindmap
- Customized & implemented new service concept framework to improve CSAT & QA scores

TDCX | Senior Team Lead 2019 – 2022

Gaming Project Key responsibilities:

- Created nesting program and executed the nesting program. Enabled 198 player support to achieve higher SASI & QA scoring comparing to those that didn't go through the nesting program.
- Responsible for ensuring the effectiveness and efficiency of the existing processes & policies, either regional or global
- First point of contact to discuss on any current processes that may require clearer design/flow and/or improvement
- Project manager/consultant of any process & policy related initiatives, such as ISO mapping

Global Hospitality Project Key responsibilities :

- Part of the presentation team that won Silver award for "CCAM 2019 Best Inbound Outsourced Contact Center Above 100 seats"
- Managed up to 20 CS and 8 RTL/SME at once
- Created Ramp program from scratch and executed the ramping process. Total ramp up 250+ agents. The process shorten agent learn curve and allowed agents to hit KPI within a month.
- In charge of quality improvement project, managed to transform bottom 25% outlier to hit KPI target within 45 days
- Involved in client knowledge management task, improved several China Market workflow

TDCX | Team Lead Feb 2018 – Mar 2019

TDCX | Customer Service Representative Oct 2017 – Feb 2018

Sutherland | Training Specialist Oct 2016 – Jun 2017

Food Delivery Platform Project Key responsibilities:

- Responsible for the delivery and evaluation of language and customer care skills training to prepare learners to perform job functions within predetermined KPIs/ performance standards.
- Responsible to utilize appropriate delivery techniques in a blended/scenario/transmission/self based learning environment.
- Provide Communication Coaching & Feedback and supervision during OJT/Nesting/TQ/Evolution.
- Support Nesting/OJT/TQ/Evolution by observing, measuring and monitoring learners on language skills as needed.

Sutherland | Customer Service Representative Jun 2016 – Sept 2016

Ride Sharing Platform Project Key responsibilities:

- Analyze end users inquiries with varied issue type of accounts and trips for rider and driver
- Ability to deal with everyday challenges in fast paced environment
- Handle emails for trips issue such as Lost item, pricing adjustment, validate promotion, account management, security account takeover, calculating driver incentives and transaction processing by credit card
- Determine suspicious activities and frauds in device as well as banned account, identify driver's scam, hacked account, unauthorized credit card use, and duplicate charge confusion