

# ESTHER AMBULUSIUS

55000, Kuala Lumpur | +6016 831 2146 | esther\_ambulusius@live.com

## SUMMARY

My goal is to join a company where I can apply my skills and knowledge to help achieve its vision. I am dedicated and professional, believing that strong work ethics, consistency, and a customer-focused approach are essential for building successful long-term business relationships.

## EXPERIENCE

**08/2019 to Current**

### **Business Development Manager**

**SRKAY Consulting Group Sdn Bhd, former name SCIKEY** - Kuala Lumpur, Malaysia

- Conduct market research to identify new business opportunities and stay updated on industry trends and competitor activities.
- Identify and connect with potential clients through cold calling, networking events, and online platforms.
- In the initial stage, managed the SCIKEY e-commerce platform for recruitment, powered by AI and machine learning.
- In the second phase, responsible for identifying new business opportunities, building strong client relationships, and driving the growth of our recruitment services.
- Prospected and cold-called potential clients, prepared proposals and sales contracts, and generated new leads.
- Created and presented business proposals, presentations, and contracts to potential clients.
- Worked with the client's HR and recruitment team to understand client needs and ensure successful candidate placements.
- Established and maintained long-term relationships with new and existing clients.
- Regularly reported on business development activities, sales performance, and market insights to the company Director.

**03/2019 to 07/2019**

### **Sales and Account Manager**

**Agensi Pekerjaan Joint Resources**

- Identified, qualified, and upsold sales opportunities for Agensi Pekerjaan Joint Resources and Bestinet Sdn Bhd.
- Conduct market research to identify new business opportunities and stay updated on industry trends and competitor activities.
- Identify and connect with potential clients through cold calling, networking events, and online platforms.
- Responsible for identifying new business opportunities, building strong client relationships, and driving the growth of our recruitment services.
- Prospected and cold-called potential clients, prepared proposals and sales contracts, and generated new leads.
- Created and presented business proposals, presentations, and contracts to potential clients.
- Worked with the client's HR and recruitment team to understand client needs and ensure successful candidate placements.
- Established and maintained long-term relationships with new and existing

clients.

- Regularly reported on business development activities, sales performance, and market insights to the Head of Sales.

**05/2016 to 02/2019**

**Account Manager**

**Prospect Consulting Malaysia Sdn Bhd - Kuala Lumpur**

- Identified, qualified, and upsold sales opportunities for Prospect Consulting Malaysia and Prospect Outsourcing.
- Conduct market research to identify new business opportunities and stay updated on industry trends and competitor activities.
- Identify and connect with potential clients through cold calling, networking events, and online platforms.
- Prospected and cold-called potential clients, prepared proposals and sales contracts, and generated new leads.
- Created and presented business proposals, presentations, and contracts to potential clients.
- Worked with the client's HR and recruitment team to understand client needs and ensure successful candidate placements.
- Established and maintained long-term relationships with new and existing clients.
- Regularly reported on business development activities, sales performance, and market insights to the company Director.

**06/2013 to 04/2015**

**Sales Team Manager**

**Scope International Sdn Bhd - Kuala Lumpur**

- Managed a team of Virtual Preferred Relationship Managers who supported customers of Standard Chartered Bank Singapore Limited
- Assisted in day-to-day operations, liaised with other departments, coached team members, ensured proper plans and reports were in place, ensured compliance with policies and regulations, and provided quality supervision and engagement to team members.

**Financial Performance and Business Driver:**

- Assisted in the day-to-day operation of the Virtual Preferred Relationship Manager team in KL.
- Liaised with other departments such as credit approvers, banking operations, inbound teams, service quality, card retention units, complaint units, IT department, AML team, branch contacts, and others to resolve cases.
- Taught and strengthened banking knowledge, soft skills, portfolio management skills, sales skills, and leadership abilities among team members.
- Coached team members to expand portfolios, increase assets under management (AUM), product holding ratios, and team profitability.
- Ensured proper action plans, reports, and tracking mechanisms were in place.
- Actively participated in departmental planning activity and provided feedback to generate effective action plans to meet and exceed set KPIs.
- Ensured system requirements/enhancements were available for the team to perform daily duties.

**Operational Risk:**

- Ensured compliance with Group Policy and Standards, local laws, and bank regulations.
- Implemented effective controls and processes to prevent instances of

mis-selling.

**Service Quality:**

- Coached team members to promote a customer-centric culture.
- Acted promptly on complaints and sales inquiries.

**People Management:**

- Built, trained, and retained team members.
- Provided quality supervision and engagement to team members.

**06/2009 to 05/2013**

**Preferred Relationship Manager**

**Scope International Sdn Bhd** - Kuala Lumpur

- Supporting Standard Chartered Bank Singapore Limited customers.
- Handling Preferred Banking and Priority Banking customer portfolios and accounts.
- Promoting and selling financial products such as credit cards, balance transfers, personal loans, Current and Savings Accounts (CASA), fixed deposits for local and foreign currency, insurance products, investment products (Bonds, Unit Trusts, Structured Deposits, Premium Currency Investments, and Online Trading), mortgage loans, and business loans.
- Following the sales process by phone to generate revenue.
- Meeting monthly sales targets set by management.
- Performing any duties assigned by management from time to time, such as receiving inbound calls to increase service level agreements (SLAs) for the contact center (Singapore Inbound team).
- Responsible for providing good customer service.

**08/2006 to 04/2009**

**Telesales Executive**

**Citibank Berhad** - Kuala Lumpur

- Promoting financial products, including Credit Cards, Balance Transfer, and sub-products such as Credit Shield Plus (Credit Card Insurance), Card Protection Plan (CPP), and Supplementary Cards.
- Following the sales process by phone to generate revenue.
- Meeting the sales targets set by management.
- Performing any duties assigned by management from time to time.
- Responsible for maintaining good customer service.

**10/2005 to 06/2006**

**Telesales Executive**

**HSBC Bank Malaysia Berhad** - Kuala Lumpur

- Promoting balance transfers by making outbound phone calls and following up on incoming sales leads.
- Following the sales process by phone to generate sales.
- Meeting the sales targets set by management.
- Performing any duties assigned by management from time to time.
- Responsible for maintaining good customer service.
- Knowledgeable in using several systems (Aspect Phone, CREPT System, CRMS, Paperless System, and Predictive Dialing System).

**04/2005 to 08/2005**

**Marketing Executive**

**Wong Kwok Group Sdn Bhd** - Kota Kinabalu, Sabah

- Attached to the subsidiary company "Wong Kwok Go Kart Racing Center (WK Go-Kart)".
- Promoting Go Kart sports to locals and tourists.
- Responsible for marketing and advertising efforts.
- Prepare monthly promotions and activities.
- Collaborate with clubs, institutes, organizations, hotels, and transport

providers (Taxi services).

04/2004 to 07/2004

### Marketing Trainee

**Viable Crest Private Limited** - Kota Kinabalu, Sabah

- Selling and promoting telecommunication products (DiGi Corporate Package) to business owners.
- Meeting customers and assisting them with corporate phone line registration.
- Maintaining good customer service.

## SKILLS

- MS Office (Words, Excel and PowerPoint)
- Multimedia soft skill
- CRM Software (Workday)
- eProcurement Platforms
- Vendor Management Systems

## PERSONAL INFORMATION

- Age: 44
- Expected Salary: RM 9500 (negotiable)
- Gender: Female
- Nationality: Malaysian
- Marital status: Single

## COURSEWORK

- Certificate of Investment-Linked Life Insurance (CEILI)
- Agent Discovery Program
- Pritchett Workshop (Fast Growth - A Career Acceleration Strategy)
- Pre-Contract Examination (Life)
- Basic Financial Planning Training
- Agents Training Program
- Senior Agent Course

## CURRICULAR ACTIVITIES

- Member, EPDEC Club (students of Economics Planning and Development)
- Vice Secretary, Bowling Club
- Treasurer, Netball Club
- Treasurer, Youth Christian Society
- AJK, Consumer Club

## HOBBIES AND INTERESTS

Reading, Music, Internet, Travelling and Movies.

## CUSTOM SECTION

2 months

## EDUCATION

12/1999

**Sijil Tinggi Pelajaran Malaysia (STPM):** General Studies

**SM La Salle** - Kota Kinabalu, Sabah

Grade: 5 Principles'

12/1997

**Sijil Pelajaran Malaysia (SPM):** Commerce

**SM Stella Maris** - Kota Kinabalu, Sabah

Grade: Grade 1

10/2003

**Bachelor of Economics (Hons) in Planning and Development Economics:**  
Economics

**University of Malaysia Sabah** - Kota Kinabalu, Sabah

- Grade: CGPA 3.00 (2nd Class upper)
- Minor: Information Technology (IT)