

SUSAN MARY

PEOPLE & PROCESS TEAM MANAGER

Kuala Lumpur | elyna.raj@gmail.com | +6018-200 0606 |

SUMMARY

Strategic and seasoned professional with **20+ years of cross-industry experience** in **people management, operations, customer experience, and banking & telecommunications systems**. Proven expertise in leading high-performing teams, optimizing operational processes, and driving service excellence in fast-paced, dynamic environments. Adept in managing large-scale contact centers, enhancing employee development, and aligning service delivery with business objectives. Highly skilled in stakeholder engagement, quality assurance, and performance management, with a strong foundation in systems such as **Murex, Swift, Bloomberg, and CRM platforms**. Known for resilience under pressure, effective communication, and a commitment to continuous improvement and team empowerment.

PROFESSIONAL EXPERIENCE

Concentrix – (M1 Singapore Pte Ltd) - Team Lead

Apr 2025 - Present

- Lead a team of 10 to ensure smooth daily operations and consistent high-quality service delivery.
- Deliver coaching, motivation, and performance feedback to support employee growth and engagement.
- Foster a positive team culture focused on excellence, collaboration, and productivity.

Key Achievements:

- Developed a cohesive team with improved CSAT scores and consistent SLA performance.
- Successfully implemented team recognition programs that boosted morale and reduced attrition.
- Played a key role in increasing first call resolution through targeted coaching and knowledge sharing.

Daythree Business Services – Assistant Manager

Sep 2024 - Mar 2025

- Oversaw call center operations, including performance metrics such as AHT, CSAT, and FCR.
- Coached team leaders to enhance productivity and employee engagement.
- Managed client relationships, reporting performance insights and implementing improvement strategies.

Key Achievements:

- Drove a 15% improvement in FCR through process optimization and enhanced QA practices.
- Built and led a leadership development pipeline for new team leaders.
- Aligned operations with client KPIs, resulting in successful contract extension.

- Supervised a 23-member team within a global banking support environment.
- Implemented performance management, employee engagement, and coaching initiatives.
- Drove operational excellence in line with global banking compliance standards.

Key Achievements:

- Streamlined operations that contributed to a 20% increase in productivity.
- Mentored junior staff, resulting in multiple internal promotions.
- Consistently exceeded SLA targets and quality benchmarks for 9+ years.

- Managed a 32-member team to oversee mobile activation processes.
- Prepared daily reports, ensured compliance with activation standards, and coordinated with dealers.

Key Achievements:

- Introduced new activation workflow that reduced activation time by 25%.
- Played a key role in the digitization of reporting systems.

(Earlier roles include leadership at Celcom Maxtor and Times.)

SKILLS

- | | |
|--------------------------------------|-----------------------------------|
| • Change Management & Transformation | • Learning & Development Strategy |
| • Process Improvement | • Leadership & Talent Development |

EDUCATION

1998-1998
InfortechComputer Training Centre(MARA) - **Certificate**

1999-1999
Bedford Girls College– Diploma (**Secretarial**)

CERTIFICATIONS

- Lean Six Sigma Yellow Belt (2020)

LANGUAGES

- English (Full Professional), Malay, Tamil,

REFERENCE

- Mr. Jeffrey - Standard Chartered - +60 14-331 4331
- Mr. Yoga is- Daythree - +60 12-300 0140

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COVER LETTER

Dear Hiring Manager,

I am excited to express my interest in leadership opportunities where I can contribute to operational excellence, people development, and service quality enhancement. With over two decades of diverse experience spanning banking, telecommunications, and contact center operations, I bring a strong track record of leading high-performing teams and delivering measurable impact.

In my recent roles, I have:

- Led teams of up to 26 members, improving CSAT and FCR through coaching, engagement, and workflow optimization.
- Successfully streamlined operational processes, reducing average handle time (AHT) by up to 12%.
- Strengthened employee performance and retention through structured development programs and targeted recognition initiatives.

I have consistently demonstrated the ability to manage complex operations, develop talent, and align service delivery with business objectives. My hands-on experience across customer service, mortgage operations, telco activation, and cross-functional team leadership has equipped me to thrive in dynamic environments.

I would welcome the opportunity to contribute my experience and leadership to a forward-thinking organization that values customer experience and operational efficiency.
Thank you for your time and consideration.

Sincerely,
Susan Mary