# Congratulations to the 20th CCAS International Contact Centre Awards 2020 Winners!

Contact Centre Association of Singapore (CCAS) is proud to announce this year's winners. For the past 20 years, CCAS has been adding value to Contact Centres in Singapore and across the region by spreading knowledge and access to leading technologies, operational excellence and business solutions. CCAS organises industry seminars, webinars, leading-edge showcases, networking opportunities and its annual CCAS International Contact Centre Awards and Regional Contact Centre Symposium.

## Corporate Categories

| Category | Sub-Category | Award | Awards Program |
|---|---|---|---|
| **Best Contact Centre Sales or Revenue Based Programme** | | Silver | **TDCX (SG) PTE. LTD**<br>Facebook Small Business Group |
| **Best Social Media Contact Centre** | | Bronze | **United Overseas Bank Limited** |
| **Best Outsourced Programme or Section Contact Centre** | | Gold | **DHL Supply Chain Singapore Pte Ltd**<br>*National Environment Agency* |
| **Best Outsourced Contact Centre of the Year** | *Between 20 to 100 seats* | Gold | **DHL Supply Chain Singapore Pte Ltd** |
| | | Bronze | **AIA Shared Services Sdn Bhd** |
| **Best Outsourced Contact Centre of the Year** | *Above 100 seats* | Gold | **TDCX (SG) PTE. LTD.** |
| | | Silver | **Everise Philippines**<br>Everise Holdings Pte Ltd |
| | | Bronze | **UOB Centre Of Excellence (M) Sdn Bhd** |
| **Best In-House Programme or Section Contact Centre** | | Silver | **United Overseas Bank Limited**<br>Business Banking |
| **Best In-House Contact Centre** | *Under 20 seats* | Bronze | **Singapore Exchange Limited** |
| | *Between 20 to 100 Seats* | Bronze | **Prudential Assurance Corporation Singapore (Pte) Limited** |
| | *Above 100 Seats* | Bronze | **American Express ( M ) Sdn. Bhd.** |
| | | Bronze | **United Overseas Bank Limited** |

## Special Categories

| Category | Sub-Category | Award | Awards Program |
|---|---|---|---|
| **Most Innovative Productivity Solution in a Contact Centre** | | Bronze | **M1 Limited**<br>Integrated Unified Operations Centre |
| | | Bronze | **Singapore Telecommunications Limited**<br>Singtel Contact Centre<br>Digital Case Management |
| **Best Customer Experience Delivered of the Year** | | Gold | **Singapore Telecommunications Limited**<br>Singtel Digital Onboarding Journey |
| | | Silver | **DBS Bank Ltd**<br>DBS Customer Centre<br>Pre-Emptive Intelligence – Repeat Caller Dashboard |
| **Customer Experience (CX) Mystery Shopper Awards** | *Email* | Gold | **Marina Bay Sands Pte Ltd**<br>Plaza Services |
| | | Gold | **TDCX (SG) PTE. LTD.**<br>Singapore Airlines HighFlyer |
| | | Silver | **Marina Bay Sands Pte Ltd**<br>Hotel Reservations |
| | | Bronze | **The Ascott Limited**<br>Ascott Global Reservations |
| | *Social Media* | Gold | **M1 Limited** |
| | *Webchat* | Silver | **M1 Limited** |
| | | Silver | **The Ascott Limited**<br>Ascott Global Reservations |
| | *Voice* | Gold | **United Overseas Bank Limited**<br>UOB Privilege Banking Line |
| | | Silver | **Marina Bay Sands Pte Ltd**<br>Hotel Reservations |
| | | Silver | **TDCX (SG) PTE. LTD.**<br>Kering Signature APAC Hub |
| | | Bronze | **Marina Bay Sands Pte Ltd**<br>Express Service |

## Individual Categories

| Category | Sub-Category | Award | Awards Program |
|---|---|---|---|
| **Best Contact Centre Human Resource Support Specialist of the Year** | | Gold | **Jonathan Thio**<br>Agape, Connecting People Pte Ltd |
| | | Silver | **Eileen Ang Yi Xian**<br>DBS Bank Ltd<br>*DBS Customer Centre* |
| | | Bronze | **Anastasia Yeo Soo Mei**<br>United Overseas Bank Limited |
| **Best Contact Centre IT Infrastructure Support Specialist of the Year** | | Bronze | **Claudine Goh Hang Shin**<br>United Overseas Bank Limited |
| **Best Contact Centre Quality Assurance Specialist of the Year** | | Gold | **Joane Jardinel Zaragoza**<br>DBS Bank Ltd<br>DBS Customer Centre |
| | | Gold | **Viknes Waran Aramugam**<br>TDCX (SG) PTE. LTD. |
| | | Silver | **Chua Xiu Ping**<br>DBS Bank Ltd<br>DBS Customer Centre |
| | | Silver | **Tan Shin Naa**<br>TDCX (SG) PTE. LTD. |
| | | Bronze | **Siti Sarah Binte Ibrahim**<br>United Overseas Bank Limited |
| **Best Contact Centre Trainer of the Year** | | Gold | **Deborah Lau**<br>Singapore Telecommunications Limited<br>Mobile Marketing and Sales - Telesales |
| | | Silver | **Mohammed Ibrahim Bin Haji Midian**<br>TDCX (SG) PTE. LTD. |
| | | Silver | **Rebecca Lim Mei Tien**<br>United Overseas Bank Limited |
| | | Bronze | **Joyce Ng Yuan Wen**<br>TDCX (SG) PTE. LTD. |
| **Best Contact Centre Support Manager of the Year** | | Gold | **Kristina Camit**<br>United Overseas Bank Limited |
| | | Silver | **Han Pei Ru**<br>Singapore Telecommunications Limited |
| | | Silver | **Wilma Kris Kiyah**<br>American Express ( M ) Sdn. Bhd |
| | | Bronze | **Indira-Margarette H. Fermin**<br>United Overseas Bank Limited |
| | | Bronze | **Chin Karen**<br>DBS Bank Ltd<br>DBS Customer Centre |
| **Best Customer Service Professional of the Year** | *Under 20 Seats* | | *The candidates did not meet minimum requirement for Bronze* |
| | *Between 20 to 100 Seats* | Gold | **Kwan Wai Keen, Alfred**<br>Agoda Company Pte Ltd |
| | | Silver | **Sharifa Munira Syed Mansoor**<br>DBS Bank Ltd<br>DBS BusinessCare |
| | | Bronze | **Chengay Angelie Andes**<br>DBS Bank Ltd<br>DBS BusinessCare |
| | | Bronze | **Dawn Carmela Valmeo**<br>Prudential Assurance Corporation Singapore (Pte) Limited |
| | | *CX' Warrior Award* | **Kwan Wai Keen, Alfred**<br>Agoda Company Pte Ltd |
| | *Above 100 Seats* | Gold | **Presana Devadoss**<br>American Express ( M ) Sdn. Bhd. |
| | | Silver | **Adam De Souza**<br>DBS Bank Limited<br>DBS Customer Centre |
| | | Silver | **Siew Cik Ann (Bryan)**<br>American Express ( M ) Sdn. Bhd. |
| | | Bronze | **Sharon Chuah Eng Swee**<br>Singapore Telecommunications Limited<br>Singtel Contact Centre |
| | | *CX' Warrior Award* | **Yap Hon Yuan**<br>American Express ( M ) Sdn. Bhd. |
| **Best Contact Centre Team Leader of the Year** | *Under 20 seats* | | *The candidates did not meet minimum requirement for Bronze* |
| | *Between 20 to 100 Seats* | Silver | **Josephine Ng Zu Er**<br>Agoda Company Pte Ltd |
| | | *CX' Warrior Award* | **Josephine Ng Zu Er**<br>Agoda Company Pte Ltd |
| | *Above 100 Seats* | Gold | **Dheepa Nokkarajoo**<br>American Express ( M ) Sdn. Bhd. |
| | | Silver | **Mavis Wong**<br>American Express ( M ) Sdn. Bhd. |
| | | Bronze | **Tran Nguyen Hoang Minh**<br>TDCX (SG) PTE. LTD. |
| | | *CX' Warrior Award* | **Hui Juin Yee**<br>American Express ( M ) Sdn. Bhd. |
| | | *CX' Warrior Award* | **May Thet Lwin Ma Tun**<br>DBS Bank Ltd<br>DBS Customer Centre |
| **Best Contact Centre Manager of the Year** | *Under 20 Seats* | Bronze | **Katherine Magallanes**<br>Singapore Telecommunications Limited<br>Mobile Marketing and Sales - Telesales |
| | | Bronze | **Lim Woan Shyuan**<br>Singapore Exchange Limited |
| | *Between 20 to 100 Seats* | Gold | **Farah Nawazish Abd Rahman**<br>American Express ( M ) Sdn. Bhd. |
| | | Bronze | **Randy Liew Yong Fatt**<br>DBS Bank Ltd<br>DBS Customer Centre |
| | *Above 100 Seats* | Gold | **Asha Sharma**<br>American Express ( M ) Sdn. Bhd. |
| | | Gold | **Wen Mingmei**<br>TDCX (SG) PTE. LTD. |
| | | Bronze | **Ang Wei Cheng**<br>TDCX (SG) PTE. LTD. |
| **Contact Centre Champion of the Year** | | Gold | **Hairi Bin Misawar**<br>DBS Bank Ltd<br>DBS Customer Centre |
| | | Silver | **Danker Michael Douglas**<br>TDCX (SG) PTE. LTD. |
| | | Bronze | **Eric Koh Loke Fong**<br>DBS Bank Ltd<br>Customer Centre |
| | | Bronze | **Rebecca Banu Panneeselvam**<br>Tan Tock Seng Hospital |
| **Best Contact Centre Data Scientist of the Year** | | Silver | **Wauren Beh Wee Han**<br>Marina Bay Sands Pte Ltd |
| | | *Judges' Mention* | **New Hui Li**<br>DBS Bank Ltd<br>DBS Customer Centre |

Scan the QR code to find out more about CCAS Awards!

Organiser

Silver Technology Sponsor

Awards Technology Sponsor

CX Mystery Shopper Partner