WINNERS FOR THE 22ND CCAS INTERNATIONAL CONTACT CENTRE AWARDS 2022

The **Contact Centre Association of Singapore** (CCAS), founded in 1998, is a not for profit, educational organization that focuses on techniques, operational approaches for, and business issues of local and global contact centres. The CCAS offer seminars, round-tables, panel discussions, leading-edge showcases, social events, networking opportunities, and its annual Contact Centre Awards and Regional Contact Centre Industry Symposium.

To find out more about **CCAS**, visit **http://www.ccas.org.sg**, call **+65 6-CONTACT** (**+65 6266 8228**) or send an email to **secretariat@ccas.org.sg**.

CORPORATE CATEGORIES

S/N	CATEGORY	SUB-CATEGORY	AWARD	CORPORATE WINNERS
C1	Best Contact Centre Sales / Revenue Based Programme		GOLD	United Overseas Bank Limited **United Overseas Bank - Contact Centre**
			BRONZE	NTUC LearningHub Pte Ltd **Call Centre Sales Team**
C2	Best Social Media Contact Centre		SILVER	United Overseas Bank Limited **United Overseas Bank - Contact Centre**
C3	Best Outsourced Programme / Section Contact Centre		GOLD	TDCX (SG) PTE. LTD. **Kering Signature APAC Hub**
C4	Best Outsourced Contact Centre of the Year	Above 100 Seats	GOLD	TDCX (SG) PTE. LTD.
			SILVER	ST Engineering e-Services Pte Ltd
			BRONZE	Tele-centre Services Pte Ltd **Ministry of Health**
C5	Best In-House Programme / Section Contact Centre of the Year		GOLD	Singapore Exchange Limited **Singapore Exchange Limited Video Call Team**
C6	Best In-House Contact Centre of the Year	Under 20 Seats	GOLD	Singapore Exchange Limited
		Between 20 to 100 Seats	GOLD	NTUC LearningHub Pte Ltd **Call Centre Sales Team**
			SILVER	DHL Express (Singapore) Pte Ltd **Customer Contact Centre**
			SILVER	American Express (Malaysia) Sdn Bhd **Singapore Customer Engagement Network**
		Above 100 Seats	GOLD	United Overseas Bank Limited **United Overseas Bank - Contact Centre**
			SILVER	American Express (Malaysia) Sdn Bhd
			SILVER	Marina Bay Sands Pte Ltd

SPECIAL CATEGORIES

S/N	CATEGORY	SUB-CATEGORY	AWARD	ORGANISATION
S1	Most Innovative Productivity Solution in a Contact Centre of the Year		GOLD	TDCX (SG) PTE. LTD.
			SILVER	M1 Limited **M1 Contact Centre**
			BRONZE	Singapore Exchange Limited
S2	Best Contact Centre Employee Recruitment and/or Retention Programme of the Year		GOLD	American Express (Malaysia) Sdn Bhd
			SILVER	DBS Bank Limited **DBS Customer Centre**
S3	Best Customer Experience Delivered of the Year		GOLD	American Express (Malaysia) Sdn Bhd **Global Fraud & Authorization**
			SILVER	DBS Bank Ltd **DBS BusinessCare**
			BRONZE	NTUC INCOME Insurance Co-operative Limited **Income Contact centre**
S4	Customer Experience (CX) Mystery Shopper Awards	E-mail	GOLD	The Ascott Limited **Ascott Global Reservations**
			SILVER	DHL Express (Singapore) Pte Ltd **Customer Contact Centre**
		Social Media	BRONZE	Singapore Telecommunications Limited **Singtel Contact Centre**
		Chatbot	GOLD	DHL Express (Singapore) Pte Ltd **Digital Assistant**
			SILVER	Singapore Telecommunications Limited **Singtel Contact Centre**
		Voice	GOLD	DHL Express (Singapore) Pte Ltd **Customer Contact Centre**
			SILVER	Marina Bay Sands Pte Ltd **Express Service (Voice)**
			BRONZE	NTUC LearningHub Pte Ltd **Call Centre Sales Team**
		Web Chat	GOLD	Marina Bay Sands Pte Ltd **Hotel Reservations (Webchat)**
			SILVER	The Ascott Limited **Ascott Global Reservations**
			BRONZE	DHL Express (Singapore) Pte Ltd **Customer Contact Centre**

INDIVIDUAL CATEGORIES

S/N	CATEGORY	SUB-CATEGORY	AWARD	ORGANISATION	INDIVIDUAL WINNERS
IN1	Best Human Resource Support Specialist of the Year		NO AWARD		
IN2	Best IT Infrastructure Support Specialist of theYear		GOLD	DBS Bank Ltd **DBS Customer Centre**	Fahmy Basshim Abdul Rahim
			BRONZE	TDCX (SG) PTE. LTD.	Kan Lai Kin Yong
IN3	Best Contact Centre Quality Assurance Specialist of the Year		GOLD	TDCX (SG) PTE. LTD.	Gayithri Devi R Govindaraju
			GOLD	TDCX (SG) PTE. LTD.	Rehana Abdul Rahman Jailani
			SILVER	NTUC INCOME Insurance Co-operative Limited **Income Contact centre**	Noemi Geulla
			BRONZE	United Overseas Bank Limited	Siti Sarah Ibrahim
IN4	Best Contact Centre Support Manager of the Year		GOLD	DBS Bank Ltd **DBS Customer Centre**	Jessie Waimin Chang
			SILVER	TDCX (SG) PTE. LTD.	Cheung Ka Wing Ken
			BRONZE	Singapore Telecommunications Limited	Hasnah Binte Agiel
			BRONZE	American Express (Malaysia) Sdn Bhd **Commercial and Merchant Servicing**	Satiah K Rajathurai
IN5	Best Contact Centre Trainer of the Year		GOLD	TDCX (SG) PTE. LTD.	Kwan Chung Ping Kobe
			SILVER	DBS Bank Ltd **DBS Customer Centre**	Shahna'z Harris
			BRONZE	Tele-centre Services Pte Ltd	Aristoneas Ernest
IN6	Best Customer Service Professional of the Year	Under 20 Seats	BRONZE	Singapore Exchange Limited	NurAnnesa Ramadhan Ching Xianhui
			BRONZE	American Express (Malaysia) Sdn Bhd **Global Fraud & Authorization**	Kenny Goi
		Between 20 to 100 Seats	GOLD	DHL Express (Singapore) Pte Ltd **Customer Contact Centre**	Jessie Matthews Joseph
			SILVER	American Express (Malaysia) Sdn Bhd **Singapore Customer Engagement Network**	Joshua Devan Lee
			BRONZE	DHL Express (Singapore) Pte Ltd **Customer Contact Centre**	Insalina Binte Mohamed Idris
		Above 100 Seats	GOLD	American Express (Malaysia) Sdn Bhd **Commercial and Merchant Servicing**	Jane Chuah
			BRONZE	Marina Bay Sands Pte Ltd	Titus Yap Yong Shen
			BRONZE	TDCX (SG) PTE. LTD.	Nguyen Thao Vy Ha @ Fiona
			2X Winner	TDCX (SG) PTE. LTD.	Cynthia Abigail Abraham
IN7	Best Contact Centre Team Leader of the Year	Under 20 Seats	SILVER	American Express (Malaysia) Sdn Bhd **Global Fraud & Authorization**	Gi Fei Chua
		Between 20 to 100 Seats	SILVER	American Express (Malaysia) Sdn Bhd **Global Fraud & Authorization**	Shel Pien Low
			BRONZE	American Express (Malaysia) Sdn Bhd **Global Fraud & Authorization**	Casey Choh
			2X Winner	American Express (Malaysia) Sdn Bhd **Singapore Customer Engagement Network**	Natasha Jothi
		Above 100 Seats	GOLD	American Express (Malaysia) Sdn Bhd **Commercial and Merchant Servicing**	Stephanie Scully
			SILVER	DBS Bank Ltd **DBS Customer Centre**	Muhammad Izzatul Ameyer Senip
			BRONZE	American Express (Malaysia) Sdn Bhd **Commercial and Merchant Servicing**	Dinesh Pillay
			BRONZE	ST Engineering e-Services Pte Ltd	Jessica Ong
			2X Winner	DBS Bank Ltd **DBS BusinessCare**	Prisheena Dhaliwal
IN8	Best Contact Centre Manager of the Year	Under 20 Seats	GOLD	Singapore Exchange Limited	Justin Foo Chek Thiam
		Between 20 to 100 Seats	GOLD	TDCX (SG) PTE. LTD.	Pah Kian Hong
			SILVER	American Express (Malaysia) Sdn Bhd **Singapore Customer Engagement Network**	Asha Sharma
			BRONZE	DBS Bank Ltd **DBS Customer Centre**	Lincoln Chee Tong Lim
			BRONZE	DBS Bank Ltd **DBS Customer Centre**	Jennifer Perdo Tiburcio
		Above 100 Seats	BRONZE	United Overseas Bank Limited	Allison Koh Choon Hong
IN9	Contact Centre Champion of the Year		GOLD	Singapore Telecommunications Limited	Jeremy Leong Say Hiang
			BRONZE	American Express (Malaysia) Sdn Bhd **Global Fraud & Authorization**	Shoba Dhanapal
IN10	Best Contact Centre Data Scientist of the Year		GOLD	United Overseas Bank Limited	Sowjanya Gurrala
			SILVER	TDCX (SG) PTE. LTD.	Wang Qingliu
			BRONZE	DBS Bank Ltd **DBS Customer Centre**	Zaini Mohd Abbish

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