

WINNERS FOR THE CCAS 24TH CONTACT CENTRE INTERNATIONAL AWARDS 2024

The Contact Centre Association of Singapore (CCAS) founded in 1998 is a not for profit, organisation that focuses on techniques, operational approaches for and business issues of local and global contact centres. CCAS provides seminar, roundtables, 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 https://ccas.org.sg/, call +65 6-CONTACT (+65 6266 8228) or email us to secretariat@ccas.org.sg

ORGANISER: CCAS Contact Centre Association of Singapore

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PARTNERS:
Ipsos — MYSTERY SHOPPING PARTNER

CORPORATE CATEGORIES

Best Contact Centre Sales or Revenue-Based Programme	Gold	**Citibank Singapore Limited** **Contact Center Sales Leverage**
	Silver	TDCX (SG) PTE. LTD. Small Business Group Program
	Silver	Standard Chartered Global Business Services Frontline Incentive Program (FLIP)
	Bronze	NTUC Learninghub Pte Ltd Alpha Sales Squad
Best Social Media Contact Centre	Gold	Joint Stock Commercial Bank for Investment and Development of Vietnam BIDV Contact Centre
	Silver	Singapore Telecommunications Limited Social Media Relations (SMR)
Best Place to Work	Gold	NCS Pte Ltd
	Gold	Singapore Telecommunications Limited
	Bronze	Delta Air Lines, Inc
	Bronze	DBS Bank Ltd
	Bronze	TDCX (SG) PTE. LTD.
Best Outsourced Contact Centre Programme or Section	Silver	NCS Pte Ltd Ministry of Manpower Contact Centre
Best Outsourced Contact Centre (Between 20 to 100 Seats)	Judges' Mention	Octopus8 O8 Contact Centre
Best Outsourced Contact Centre (above 100 Seats)	Silver	TDCX (SG) PTE. LTD. KrisFlyerContact Centre (Singapore Airlines)
	Bronze	AIA Shared Services Malaysia AIA Singapore Contact Centres
Best Inhouse Contact Centre Programme or Section	Gold	Singapore Telecommunications Limited Singtel Livebot Team
	Bronze	United Overseas Bank Limited Fraud and Scam Contact Centre
Best In-House Contact Centre (Under 20 Seats)	Gold	SGX Group SGX Contact Centre
	Judges' Mention	NTUC Learninghub Pte Ltd Alpha Sales Squad
Best In-House Contact Centre (Between 20 to 100 Seats)	Judges' Mention	DHL Express (Singapore) Pte Ltd Customer Contact Centre
Best In-House Contact Centre (Above 100 Seats)	Gold	DBS Bank Ltd DBS Customer Centre
	Silver	Singapore Telecommunications Limited Singtel Contact Centre
	Bronze	Citibank Singapore Limited Citibank Contact Centre (CitiPhone)
	Bronze	Standard Chartered Global Business Services Singapore Client Contact Centre
Most Innovative Productivity Solution in a Contact Centre	Gold	Citibank Singapore Limited Citibank Contact Centre (CitiPhone)
	Silver	NCS Pte Ltd Ministry of Manpower Contact Centre
	Bronze	Trust Bank Singapore Safe & Seamless Customer Channels
	Judges' Mention	Singapore Telecommunications Limited Fibre Maintenance Alert Automation
Best Customer Experience Delivered	Gold	Joint Stock Commercial Bank for Investment and Development of Vietnam BIDV Contact Centre
	Silver	NCS Pte Ltd Ministry of Manpower Contact Centre
	Silver	Citibank Singapore Limited Citibank Contact Centre (CitiPhone)
Customer Experience (CX) Mystery Shopper Awards - Social Media	Gold	M1 Limited Social Media Team
	Silver	DBS Bank Ltd DBS Customer Centre
Customer Experience (CX) Mystery Shopper Awards - Chatbot	Bronze	M1 Limited Chatbot Team
	Bronze	DBS Bank Ltd DBS Customer Centre
Customer Experience (CX) Mystery Shopper Awards - Email	Gold	NCS Pte Ltd Ministry of Manpower Contact Centre
	Silver	Orchard Turn Developments Pte Ltd ION Orchard
	Silver	DBS Bank Ltd DBS Customer Centre
Customer Experience (CX) Mystery Shopper Awards - Voice	Gold	DHL Express (Singapore) Pte Ltd Customer Contact Centre
	Gold	Orchard Turn Developments Pte Ltd ION Orchard
	Silver	Trust Bank Singapore Trust Customer Care Centre
	Silver	Nespresso Singapore Customer Relations Centre
	Bronze	NTUC Learninghub Pte Ltd Alpha Sales Squad
Customer Experience (CX) Mystery Shopper Awards - Webchat	Silver	DHL Express (Singapore) Pte Ltd Customer Contact Centre
	Silver	M1 Limited Social Media Team
	Bronze	Orchard Turn Developments Pte Ltd ION Orchard



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INDIVIDUAL CATEGORIES

Best HR Support Specialist	**Bronze**	**DBS Bank Ltd** **Mikki Sim Yeri Tong**
Best IT Infrastructure Support Specialist	**Gold**	M1 Limited Chan Kin Onn
	Silver	United Overseas Bank Limited James Tan Weiming
Best Contact Centre QA Specialist	**Gold**	TDCX (SG) PTE. LTD. Chaiyawong Jutathip
	Gold	FairPrice Group Ellis Suriany
	Bronze	TDCX (SG) PTE. LTD. Wee Kian Huat Alex
	Judges' Mention	Citibank Singapore Limited Diana De Guzman Cruz
	Judges' Mention	Singapore Telecommunications Limited Tan Chun Bing, Benny
Best Contact Centre Support Manager	**Gold**	TDCX (SG) PTE. LTD. Eunice Gay Ao Wen
	Silver	DBS Bank Ltd Catherine Teo Hsieh Lin
	Bronze	United Overseas Bank Limited Vijesh Vaskaran
Best Contact Centre Trainer	**Silver**	FairPrice Group Derek Ang
	Bronze	Citibank Singapore Limited Luis Jovanni Charles S. Pisharodi
	Bronze	TDCX (SG) PTE. LTD. Chong Shee Hing Brandon
Best Contact Centre Customer Service Professional (Under 20 Seats)	**Bronze**	SGX Group Mashitta Dawood
	Bronze	SGX Group Tech Mei Mei
	Judges' Mention	UOB Kay Hian Doreen Zhuo
Best Contact Centre Customer Service Professional (Between 20 to 100 Seats)	**Judges' Mention**	Octopus8 Eugene Tan Liang Ming
	Judges' Mention	Agape CP Holdings Pte Ltd Foong Si Min
Best Contact Centre Customer Service Professional (Above 100 Seats)	**Silver**	Singapore Telecommunications Limited Kanniasilan Gopal @ Rohan
	Silver	United Overseas Bank Limited Ajaypal Singh Minhas
	Bronze	NCS Pte Ltd Xavier Ho Chun Kiat
	Bronze	DBS Bank Irene Alvarez
	Judges' Mention	United Overseas Bank Limited Jovanne Amolat
Best Contact Centre Team Leader (Under 20 Seats)	**Silver**	SGX Group Sebastian Lee Soo Sin
Best Contact Centre Team Leader (Between 20 to 100 Seats)	**Judges' Mention**	FairPrice Group Siti Rabaah
Best Contact Centre Team Leader (Above 100 Seats)	**Gold**	DBS Bank Ltd Joane Jardinel Zaragoza
	Gold	Central Provident Fund Board Serena Tan
	Silver	Singapore Telecommunications Limited Parveen Kamaludheen
	Silver	TDCX (SG) PTE. LTD. Yujin Seo
	Bronze	Citibank Singapore Limited Pushpah Maniraja
	Bronze	NCS Pte Ltd Gan Pei Hoon (Peggy)
	Bronze	DBS Bank Ltd Qhuraishah Binte Parat
	Judges' Mention	TDCX (SG) PTE. LTD. Shia Liheng
	Judges' Mention	TDCX (SG) PTE. LTD. John W P Selwyn



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INDIVIDUAL CATEGORIES	Best Contact Centre Manager (Above 100 Seats)	Gold	DBS Bank Ltd Chua Qi Guan Xeno
		Silver	Citibank Singapore Limited Sreejith Vakkyl
		Bronze	DBS Bank Ltd Urica Cheng
		Bronze	DBS Bank Ltd Mohammad Azri Bin Ahmad Mansor
		Bronze	Central Provident Fund Board Maple Chang
	Contact Centre Champion	Bronze	DBS Bank Ltd Avon Gail Lu
		Bronze	DBS Bank Ltd Muhammad Noor Siddiq Bin Noordin
		Bronze	Citibank Singapore Limited Ang Wei Ting
	Best Contact Centre Data Scientist	Gold	Singapore Telecommunications Limited Lin Hsiao Chen, Cecilia
		Gold	Central Provident Fund Board Isaac Koh Ying Zheng
		Silver	Inland Revenue Authority of Singapore Eugene Leong Weng Kong
		Bronze	DBS Bank Ltd Goh Yoke Hwee

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