

WINNERS FOR THE CCAS 25TH CONTACT CENTRE INTERNATIONAL AWARDS 2025

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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:

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CORPORATE CATEGORIES

Best Social Media Contact Centre	**Silver**	Singtel Social Media Relations
	Judges' Mention	M1 Limited M1 Contact Centre
Best Outsourced Contact Centre (Above 100 Seats)	**Gold**	TDCX (SG) PTE. LTD. Infocomm Media Development Authority
	Bronze	AIA Shared Services Sdn. Bhd.
Best Outsourced Contact Centre (Between 20 - 100 Seats)	**Silver**	Agape CP Holdings Pte Ltd Health Promotion Board
Best Outsourced Contact Centre Programme or Section	**Gold**	DHL Supply Chain (DSC) Singapore ServiceSG
	Gold	NCS Pte Ltd Ministry of Manpower Contact Centre
Best Contact Centre Sales Revenue-Based Programme	**Gold**	TDCX (SG) PTE. LTD. Small Business Group Program
	Silver	Citibank Singapore Limited Contact Centre Sales Leverage
	Bronze	Singtel Wonderland
	Bronze	NTUC LearningHub Pte Ltd Alpha Sales Squad
Most Innovative Productivity Solution in a Contact Centre	**Silver**	Citibank Singapore Limited CitiPhone
	Bronze	NCS Pte Ltd Ministry of Manpower Contact Centre
	Judges' Mention	Singtel Leave Plotting & Break Amendments Automation (Shift Wizard)
Best In-House Contact Centre (Above 100 Seats)	**Gold**	DBS Bank Ltd. DBS Customer Centre
	Silver	Singtel Singtel Contact Centre
	Silver	Central Provident Fund Board CPF Contact Centre
	Bronze	United Overseas Bank (UOB)
Best In-House Contact Centre (Between 20 - 100 Seats)	**Silver**	DHL Express (Singapore) Pte Ltd Customer Contact Centre
	Judges' Mention	SimplyGo Pte.Ltd. Customer Relations Management
Best In-House Contact Centre (Under 20 Seats)	**Silver**	SGX Group SGX Contact Centre
Best In-House Contact Centre Programme or Section	**Gold**	DBS Bank Ltd. Scam Support Specialist Team
Best AI Mastery in Customer Experience (CX)	**Silver**	Singtel Smart AI
	Bronze	Central Provident Fund Board Commitment Powered, Future Bound
	Bronze	Citibank Singapore Limited CitiPhone
Best Place To Work	**Gold**	DBS Bank Ltd.
	Bronze	Oversea-Chinese Banking Corporation Limited
	Bronze	Delta Air Lines, Inc.
Best Customer Experience Delivered	**Silver**	Singtel Enhance and Empower CX
	Bronze	Citibank Singapore Limited CitiPhone
	Bronze	NCS Pte Ltd Ministry of Manpower Contact Centre
Customer Experience (CX) Mystery Shopper Awards - Social Media	**Gold**	Singtel Social Media Relations
	Silver	Trust Bank Singapore Trust Customer Care Centre
	Bronze	DBS Bank Ltd. DBS Customer Centre
Customer Experience (CX) Mystery Shopper Awards - Chatbot	**Judges' Mention**	DBS Bank Ltd. DBS Customer Centre
Customer Experience (CX) Mystery Shopper Awards - Email	**Gold**	NCS Pte Ltd Ministry of Manpower Contact Centre
	Silver	NCS Pte Ltd NUS IT Care Customer Experience (CX)
	Bronze	DBS Bank Ltd. DBS Customer Centre



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CORPORATE CATEGORIES	**Customer Experience (CX) Mystery Shopper Awards - Voice**	**Gold**	**DHL Express (Singapore) Pte Ltd** **Customer Contact Centre**
		Silver	Trust Bank Singapore Trust Customer Care Centre
		Silver	NCS Pte Ltd NUS IT Care Customer Experience (CX)
		Bronze	NTUC LearningHub Pte Ltd Alpha Sales Squad
	Customer Experience (CX) Mystery Shopper Awards - Webchat	Gold	M1 Limited M1 Contact Centre
		Silver	DHL Express (Singapore) Pte Ltd Customer Contact Centre
		Bronze	Trust Bank Singapore Trust Customer Care Centre
INDIVIDUAL CATEGORIES	Best Contact Centre Team Leder of the Year (Above 100 Seats)	Gold	DBS Bank Ltd. Lee Siew Hui
		Silver	TDCX (SG) PTE. LTD. Gayithri Devi R Govindaraju
		Bronze	Citibank Singapore Limited Geetha Selveraj
	Best Contact Centre Team Leder of the Year (Between 20 - 100 Seats)	Silver	DHL Express (Singapore) Pte Ltd Lim Yong Soon
		Bronze	DHL Express (Singapore) Pte Ltd Tyson Chan
		Judges' Mention	NTUC Fairprice Co-operative Limited Qri Lee
		Judges' Mention	NTUC LearningHub Pte Ltd Leon Phoon
	Best Contact Centre Team Leder of the Year (Under 20 Seats)	Silver	SGX Group NurAneesa Ramadhan Ching Xianhui
	Best Contact Centre Customer Service Professional (Above 100 Seats)	Gold	DBS Bank Ltd. Angel Lim Yu Fang
		Gold	Central Provident Fund Board Tay Kai Ren
		Silver	DBS Bank Ltd. Dylan Choong Wey Hau
		Silver	National University Health System Leng Ai Poh (Linda)
		Bronze	DBS Bank Ltd. Indumathi d/o Kunasegaran
		Bronze	TDCX (SG) PTE. LTD. Muhammad Ariff Bin Khalid
		Bronze	TDCX (SG) PTE. LTD. Hussain
	Best Contact Centre Customer Service Professional (Between 20 - 100 Seats)	Gold	NTUC LearningHub Pte Ltd Lau Jun Jie
		Silver	DHL Express (Singapore) Pte Ltd Dikfan Kusuma
		Silver	NTUC Fairprice Co-operative Limited Bai Ruyu
	Best Contact Centre Customer Service Professional (Under 20 Seats)	Bronze	SGX Group Ou JunWei, Terance
		Judges' Mention	SGX Group Ng Mui Haing
	Best Contact Centre Trainer of the Year	Gold	DBS Bank Ltd. Genevieve De Guzman
		Silver	UOB Centre of Excellence (M) Sdn Bhd Siti Nuraini Izzati binti Azmi
		Silver	NCS Pte Ltd Daniel Chua Yong Chiang
		Bronze	DBS Bank Ltd. Rex Ceballos
		Bronze	TDCX (SG) PTE. LTD. Benjamin Heng Chao Shun
	Best IT Infrastructure Support Specialist of the Year	Gold	DBS Bank Ltd. Ting Zhe En Daniel
		Bronze	Agape CP Holdings Pte Ltd Janice Villaverde
	Best Contact Centre Data Scientist of the Year	Gold	DBS Bank Ltd. Siva Subbiah
		Silver	TDCX (SG) PTE. LTD. Zhang Haoyu
		Silver	NTUC Fairprice Co-operative Limited Gomathi Panneerselvam



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INDIVIDUAL CATEGORIES	Best Contact Centre Quality Assurance Specialist of the Year	Bronze	M1 Limited Lim Yen Chiaw
		Bronze	TDCX (SG) PTE. LTD. Sadyasnata Patnaik
		Bronze	Citibank Singapore Limited Diana De Guzman Cruz
	Contact Centre Champion	Gold	Citibank Singapore Limited Oh Chinn Lynn
		Silver	SGX Group Justin Foo
		Silver	Agape CP Holdings Pte Ltd Anil David
		Bronze	DBS Bank Ltd. Farhana Binte Yazid Diab
		Bronze	Oversea-Chinese Banking Corporation Limited Ng See Mun (Wendy)
	Best Contact Centre Support Manager of the Year	Gold	TDCX (SG) PTE. LTD. Ng Yeow Joo
		Gold	DBS Bank Ltd. Hairi Bin Misawar
		Silver	DBS Bank Ltd. Elson Heah Dian Wei
		Bronze	TDCX (SG) PTE. LTD. Jacquelyn Chan
		Bronze	Singtel Gillian Cheng Lai Leng
	Best Contact Centre Manager of the Year (Above 100 Seats)	Gold	DBS Bank Ltd. Barathi D/O Santhalingam
		Gold	United Overseas Bank (UOB) Carla Oruga Flores
		Silver	Citibank Singapore Limited Annie Lou Flores
		Bronze	DBS Bank Ltd. Muhammad Noor Siddiq Bin Noordin
		Judges' Mention	Singtel Yang Yuxian Enmanuel
		Judges' Mention	NCS Pte Ltd Poa Thing Thing Lydia
	Best Contact Centre Manager of the Year (Between 20 - 100 Seats)	Silver	NTUC LearningHub Pte Ltd Jessie Low Sook Fong
		Bronze	Agape CP Holdings Pte Ltd Arunraaj Arumugam
		Bronze	SimplyGo Pte. Ltd. Lin Jing Kang

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