

HJ MD TAIB

MD ALI ASRINIZAL

NO 7, Simpang 197, Kg RPN

Mengkubau, Brunei 🏠

+6738736736 📞

8736736@gmail.com ✉️



PROFILE

More Than 21 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place. I possess solid computer skills. Ability to train, motivate, and supervise customer service employees, moreover, a team player with highly Committed, achievement managed to collect 80% of old debt.

With my expertise for (05) years as an in-house trainer in sales and customer services. thus, public speaking or teaching is one of my expertise. Giving a presentation at government sector (Jabatan Perkhidmatan Awam)

In 2016, I was appointed as Deputy Team Leader Expert in 3C project, my task as 3C Expert is to enhance Customer service manual guide, one of my contributions is to insert **Melayu Islam Beraja (MIB) 'Bahasa Dalam dan Penganti Diri'** in 3C manual book, and to give a proper training on how to use 'Bahasa Dalam dan Penganti Diri' to address a proper salutation, verbally or in writing e.g. when responding to the government letter in Malay.

To ensure any assignment assigned by my superior on an ad-hoc basis meets the timeline, such as a short-term project End Year Gathering, Customer Services Challenge, Corporate Raya Kuala Belait, and ongoing project is uncollectable credit balance for PRIMA user.



EDUCATION

Bachelor of Business (HONS) in Information System | Universiti Teknologi Brunei

2015 – 2019

Result 2nd Class.

Higher National Diploma | Cosmopolitan College

2011 – 2015

Result Pass.

City and Guild Carpentry and joinery in Building Construction | Sultan Saiful Rizal

Technical College

1990 – 1992

Result Pass



EXPERIENCE

Assistant Manager | DST Communication Sdn. Bhd.

2016 – 2019

To establish a good relationship with the Premier Customers through visitation (customers under Corporate, **Premier Personal, Embassy, Government, VIP, and Royalty** account categories) by providing them with exclusive service and updating them with information on the products and services available.

Analyses and reviews Monthly report for Government, Embassy, VIP and royalties' categories.

To perform a daily check on registration, other services forms, adjustment notes (credit or debit) as well as the end of day collections. And, to monitor Stock Inventory and to ensure the daily collection tallies with the reports done by the Senior Assistant. To assist and monitor the daily activities of the Officer and Senior Assistant as well as their welfare and discipline. To accept any assignment assigned by the superior on an ad-hoc basis and contribute ideas for improvement of Operations.

KPI Performance:

- The year 2019 – Rated as Outstanding
- The year 2018 – Rated as Outstanding
- The year 2017 – Rated as Exceed Expectation
- The year 2016 – Rated as Exceed Expectation

Executive Officer | DST Communication Sdn. Bhd.

2015 – 2010

Responsible for customer retention and understanding consumer needs and behavior to retain customers' loyalty and acquire more of each customer's business.

Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service. Develop and execute customer research and surveys and create a subscriber database to enable data mining thus allowing the company to profile the market segment, understand the consumers' usage and behavior. Establishing an individualized relationship with selected corporate customers and Premium Personals.



SKILLS

- Train the trainer

In house trainer – On Customer service and Sale Training (Singapore)



ACTIVITIES

- Deputy Team Leader in 3C Expert Project
- Member of 3C Expert
- As a trainer for 3C Project on Customer Service
- Floor Manager during the 3C Customer Service Challenge.
- Assistant Manager, Sport, and recreation (Bowling)
- Team Manager (TelCo), Bowling Tournament at Sukan Kebangsaan Brunei Darussalam 2018
- Coordinate for End Year Gathering for Customer Service - 2017 and 2018



TRAINING HISTORY REPORT

No.	Course	Location	Duration	Period	
				From	To
1	Train the Trainer: Sales and support training on ACME-DARWIN project	Kuala Lumpur	3	31-Oct-2014	01-Nov-2014
2	MBA in Train the Trainer: Customer Services	Rizqun Hotel	5	12-May-14	16-May-14
3	Train the Trainer: Sales and support training on ACME-DARWIN project	Singapore	5	10-Mac-2014	14-Mac-2014
4	Campaign Management System - CSR Training	DST HQ	1	16-Feb-2011	16-Feb-2011
4	Blackberry Technical Enterprise Server 5.0 Technic	DST HQ	3	04-Oct-2010	06-Oct-2010
5	Blackberry Training, Experience Sharing	DST HQ	2	09-Jul-2010	10-Jul-2010
6	Grooming Training	Le Gallery Suites Hotel	2	19-Oct-2009	20-Oct-2009
7	3C Training	DST HQ	2	10-Jun-2009	11-Jun-2009
8	Safety Awareness Briefing by Fire & Rescue Department	DST HQ	1	28-Jan-2009	28-Jan-2009
9	Customer Services Sales Training	DST HQ	2	17-Mar-2008	18-Mar-2008
10	Simper's Pronto Prepaid System	DST HQ	1	21-May-2007	21-May-2007
11	Kota Kinabalu Training Trip	Sabah, Malaysia	5	08-Aug-2006	12-Aug-2006
12	Customer Relation Management	DST HQ	2	17-Jan-2006	18-Jan-2006
13	GPRS Knowledge Update by Alcatel	IPA	1	04-Aug-2004	04-Aug-2004
14	e-Learning on Customer Care & Communication	DST HQ	2	23-Oct-2003	23-Nov-2003
15	e-learning on Customer Care	DST HQ	2	20-Sep-2002	11-Oct-2002
16	Teamwork Through People Skills	IPA	3	24-Jul-2001	26-Jul-2001
17	Excellent Customer Service	Riverview	3	20-Nov-2000	22-Nov-2000
18	Positive Customer Service	Brunei	2	31-May-1997	01-Jun-1997
19	Induction Course	Brunei	1	26-Mar-1997	26-Mar-1997