

# OMANA DHARESHINI

Email: [hello@omana.me](mailto:hello@omana.me)

I'm a creative person providing out-of-the box solutions for your business challenges. I also enjoy training others to enhance their understanding of processes and the business at large.

## AWARDS

Best Team Player (TDCX) - April 2021

Amazing Customer Service (Lenovo) - January 2019

Tesco Values Award - May 2014

## EXPERIENCE

### Sampling Quality Assurance

May 2022 - Present

ByteDance (TikTok)

- Achieved more than 97% accuracy on a weekly basis (individual), and 98% accuracy month-on-month overall for the team.
- Graduated from the "Train the Trainer" course at ByteDance.
- Handled Malaysia (MY) Live Videos by providing analysis of errors and feedback.
- Worked with cross functional teams to align policy understanding of QA and Moderators.
- Provided support on-call for Policy or Quality related questions on an ad-hoc basis.
- Identified potential errors or different alignment in policies or SOPs and discussed with the operations team on better alignment.
- In charge of handling escalations within team members, assigning tasks on a daily basis and also handling certain project queues in MY Live.

### Verified Operations Specialist

July 2020 - Apr 2022

TDCX Malaysia

- Took on new projects with Airbnb with fast moving targets and tight turnaround times on a regular and repeated basis.
- Provided structured feedback and recommendations for process improvements 98% from time to time.
- Carried out project employee engagement as their President.

### Customer Care

April 2016 - Sept 2019

Lenovo (Malaysia), Scicom (MSC) Bhd

- Responded and negotiated a resolution for Lenovo customers who have brought forward a complaint about Lenovo services.
- Responsible for customer satisfaction issues while maintaining and enhancing positive client relationships.
- Coordinate with cross-functional logistics teams in China & India for replacement, return and refund process.
- Proactive in problem identification and resolution along different integrated systems (CRM/SAP/iBase).
- Drove E2E improvement of processes with focus on SLAs, quality and cost-saving.

## **Outbound Documentation Officer**

Mar 2015 - Feb 2016

NOL Global Service Centre Sdn Bhd

- Processed documents for shipping containers under American President Lines to be cleared by customs throughout the 90% region in Asia Pacific.

## **Local Marketing Executive**

Jan 2014 - Nov 2014

Tesco Stores (Malaysia)

- Carried out new store launches, defense campaigns, advertising, and organized events.
- Wrote materials for articles and newsletters, and worked with vendors and event agencies for projects and campaigns such as launch parties and marketing events.
- Organized media events and contributed to the overall communication strategy. Worked closely with the CSR team, for their campaigns.
- Liaised with media representatives on a frequent basis for news content.

## **SKILLS**

Microsoft Office (Word, PowerPoint, Excel & Outlook)

Creative Design (Photoshop & Canva)

Event Coordinator

Social Media Content Creator

Decision Making and Analytic Skills

## **EDUCATION**

**Bachelor of Arts (Hons) - Mass Communication**

Jan 2011 - Nov 2014

*INTI International University Malaysia*