

Fyza Ibrahim

About me

I am a certified Professional Coach and also a Certified Human Resource Officer, I bring 26 years of experience across disciplines such as Retail, Contact Centre, Telesales, Training, Productivity and Performance.

As a Trainer, I have the opportunities to train young potential leaders and coach Head of Maxis centres in managing their store sales targets and monitor their crew performance.

I am deeply passionate about people development and dedicated to helping individuals reach their full potential. Throughout my career, I have consistently focused on mentoring, training, and empowering others to achieve their goals and excel in their roles/



Trainer ID : 14500

Training programs

Outstanding Customer Service Program

- Customer Experience
- Problem Solving Skills
- Exceed expectation

Leading the GREAT Service Program

- The GREAT LEADER
- Attributes of a GREAT LEADER
- Coaching and Guiding

Telesales Champion

- Attributes of Telesales Champion
- Closing Sales on the Phone
- Skills Handling

Dynamic Contact Centre

- What makes a Contact Centre
- KPI and Performance Metrics
- Skills Handling in Contact

Retail Sales Champion

- Need Base selling in Retail
- Skills Handling in Retail

Managing Difficult Situation

- Understand Difficult situation not customers
- Problem Solving

Building and Effective Team

- Under bruce Tuckman concept on how to create performing Teams
- how to Leaders can contribute



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DPULZE
SHOPPING CENTRE

Lotus's



ASHITA
GROUP



AmBank

maxis 

al-ikhshan **SPORTS**