

## **RAPISAH NOR BINTI IBRAHIM**



Rapisah Nor or Fyza, started her career in Retail Telecommunication provider as a Customer Care Consultant attending to customer in managing customer enquiries. She was also a Team Leader for the Contact Centre and managed a team of 15 people. It is in training that she discovers her passion. She has 10 years' experience in Training specializing in Customer Service (Retail), Contact Centre Dynamics, Transformational Leadership, Coaching for Managers, Telesales. She has collaborated with companies like Maxis on their culture change program and leadership program. And have also collaborated with companies like Al-Ikhsan, Lotus Group, EPF, KTS, Compucomm cellular, Ashita Telecommunication.

Fyza is also a Certified Professional Coach from Corporate Coach Academy, A Certified Human Resource Officer from Malaysian Institute of Human Resource. She is also a certified Behaviour Analyst on Sales from People Keys and a Certified Contact Centre Management Support from ICML.