



**Mitsubishi Motors Malaysia Sdn Bhd** is the official distributor of Mitsubishi Motors vehicles in Malaysia. As one of Malaysia's leading automotive company, Mitsubishi Motors Malaysia is committed to produce and sell vehicles that are technologically advanced, high in quality, performance, safety and comfort.

We invite suitable talented individuals who are result-oriented, fast-paced and committed to join us as:

## **SENIOR EXECUTIVE - Customer Success** **(based in Shah Alam)**

The Senior Executive (Customer Success) is responsible for managing customer data quality, enhancing customer insights, and supporting dealer-level customer experience capabilities. The role oversees customer lifecycle data, DCRE competency development, DMS data governance, and contributes to call centre operations during peak periods. This position drives performance monitoring, process improvements, and ensures consistent, high-quality customer interactions across the network.

### **Key Responsibilities**

#### **Customer Data Management**

- Manage and optimize customer lifecycle database initiatives.
- Monitor and analyze performance metrics including capture rate, conversion, and engagement.
- Drive continuous improvement in customer data utilization to enhance customer insights and loyalty.

#### **DCRE Talent Management**

- Develop and implement a competency framework for Dealer Customer Relations Executives (DCREs).
- Conduct training programs, performance monitoring, and KPI tracking.
- Strengthen dealer-level customer experience standards through coaching and capability building.

#### **DMS Data Management – Service & Customer Relations**

- Ensure accuracy, compliance, and integrity of customer and service-related data.
- Monitor dealer data quality and governance practices.
- Develop and maintain dashboard reporting for customer relations performance tracking.

#### **Call Centre Support**

- Provide operational backup during peak periods or manpower shortages.
- Support quality monitoring and process improvement initiatives.
- Collaborate with call centre teams to ensure seamless customer interactions.

### **Human Capital Management Department**

Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)  
Level 6, Building A, Dataran PHB, Saujana Resort, Seksyen U2  
40150 Shah Alam, Selangor Darul Ehsan  
Tel: 03-7680 6688 | Fax: 03-7622 2238  
Website: [www.mitsubishi-motors.com.my](http://www.mitsubishi-motors.com.my)  
E-mail: [hr@mitsubishi-motors.com.my](mailto:hr@mitsubishi-motors.com.my)



### Requirements

- Bachelor's degree in Business Administration, Marketing, Data Analytics, or a related field
- Minimum of 3 years relevant experience in Customer Relationship Management, Data Governance, or Customer Experience.
- Ability to execute actions independently within established policies and SOPs, while taking ownership of outcomes.
- Strong skills in ensuring customer data integrity, analyzing lifecycle patterns, and applying tools (e.g., automation, dashboards) to derive actionable insights.
- Effective in conveying insights clearly and fostering cross-functional collaboration to influence change and drive improvements.
- Commitment to staying proficient in evolving data analysis tools and techniques to handle complex datasets.
- Focus on delivering timely, accurate reports and demonstrating measurable impact through KPIs, compliance standards, and customer experience improvements.

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications with a recent passport-sized photograph to:

**Human Capital Management Department**  
Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)  
Level 6, Building A, Dataran PHB, Saujana Resort, Seksyen U2  
40150 Shah Alam, Selangor Darul Ehsan  
Tel: 03-7680 6688 | Fax: 03-7622 2238  
Website: [www.mitsubishi-motors.com.my](http://www.mitsubishi-motors.com.my)  
E-mail: [hr@mitsubishi-motors.com.my](mailto:hr@mitsubishi-motors.com.my)