



KEVIN LAI KAH HOU

Head Of Customer Service at Lazada
Puchong, Selangor, Malaysia

Overview

Kevin Lai Kah Hou is the Head of Customer Service at Lazada Malaysia, with over a decade of experience in leadership roles focused on digitalizing customer service within contact centers and direct-to-end user channels.

He is interested in companies like ASUS and Xiaomi Technology, suggesting an affinity for consumer electronics brands and their customer support ecosystems.

Kevin earned his Diploma of Business Studies (Accounting) from Tunku Abdul Rahman University College (TARC).

Topics They Care About

Digitalizing Customer Service

With over 10 years of experience, he focuses on digitalizing service in contact centers and direct-to-end user channels at Lazada Malaysia.

Team Leadership

He led a "craziest and passionate team" at the Mega Career & Study Fair 2016, highlighting his commitment to team dynamics and motivation.

Customer Experience Innovation

His work at Lazada and previous roles like ASUS and LG Electronics demonstrate a consistent drive to improve end-user satisfaction.

Consumer Electronics

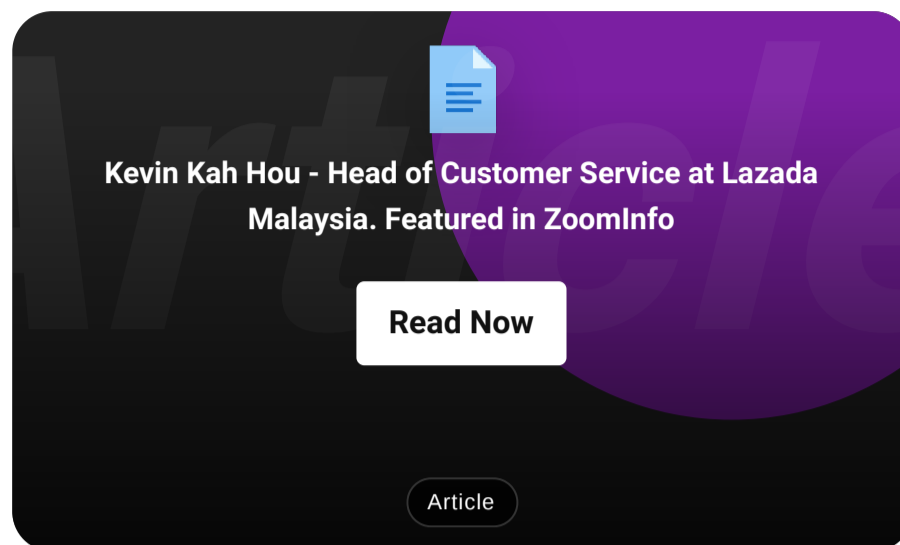
His interest in companies like ASUS and Xiaomi Technology indicates a professional and personal connection to the consumer electronics industry.

Career Development

His involvement in the Mega Career & Study Fair 2016 suggests an interest in professional growth and talent acquisition for organizations.



Media Appearances



Work History

- 6-2018
Head Of Customer Service at Lazada
- 10-2014 - 6-2018
Customer Service Inbound Manager at Lazada
- 9-2013 - 10-2014
Trainer at Packet One Networks (P1)
- 6-2012 - 9-2013
ASP Management Leader at ASUS
- 3-2008 - 6-2011
Customer Service Team Lead at LG Electronics

Education

- 2002 - 2004
Diploma of Business Studies (Accounting) from Tunku Abdul Rahman University College (TARC)

More Information

Social Presence :



Prographics :

Exp : **17** Location : **Puchong, Selangor, Malaysia** Job Level : **Mid-senior** Designation : **Head Of Customer Service at Lazada**