

# FAISAL SALAMANCA PASTOR

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## **JOB SUMMARY**

I was a Quote to Cash professional, Order Management, Virtual Assistant and Data Entry Specialist. With years of experience in supporting customer service management, recruitment and sales & technical support, customer assurance and contact center operations. Trained and experienced in working within dynamic, multi-cultural environments and with virtual (cross-border) teams in leading global companies. Creative, resourceful, and has a proven sense of initiative to improve reporting processes. Proficient in MS Excel, Google tools with ability to provide data analysis, charts and pivot tables.

## **TECHNICAL TOOLS USED**

Zendesk, Follow-up Boss, MOJO Dialler, Vonage, Cloudcall, Dialpad, Espressoagent, Indeed, Vivian, Asana, LaborEdge/Nexus, Liondesk and Google tools, Google Calendar, Google Meet, Google Docs, Google Sheets, Gmail, Slack, Lotus notes, Zoom, Outlook, MS Teams, Skype, Canva, Adobe Photo Shop, Adobe Premier Pro.

## **CAREER BACKGROUND**

### **Nationwide Therapy Group - Health Care Recruiter (RPO)**

**March 2023 - August 2023**

Overall end to end recruiting process. Source leads, recruit and interview potential Health Care Workers candidates. Conduct interviews using various reliable recruiting and selection tools. Implement overall recruiting strategy and act as a point of contact and build influential candidate relationships. Post job opening to social media and other job advertisement platforms. Provide analytics and well documented recruiting reports to the rest of the team.

### **LawnStarter - Customer Service Representative**

**October 2022 - February 2023**

Provide exceptional customer support and assistance to clients, resolving their inquiries, concerns, and issues in a professional and efficient manner. You will serve as the frontline representative of the company, ensuring that customers have a positive and satisfying experience.

### **SphereRocket - Virtual Assistant**

**August 2021 – September 2022**

*(REVA)* Assist the client with administrative and management related tasks. Lead generation and also serve as a liaison between the client and potential buyers/sellers. Take notes and deliver messages from phone calls, emails, memos or reports. CRM Database, calendar and document management. Send out email and text campaigns

*(ISA)* Responsible for cultivating and managing relationships with potential clients, primarily through outbound and inbound calls and online communications. Guiding potential buyers and sellers through the initial stages of the real estate sales process, answering inquiries, and coordinating with the broader sales team to ensure seamless customer experiences. Identifying and qualifying leads, contributing to revenue generation, and helping the client in building a strong base for his business.

*(Recruiter)* Identifying, attracting, and recruiting potential individuals to join the real estate team as agents. Implement overall recruiting strategy expanding the team of skilled real estate professionals and contributing to the growth and success of the agency.

### **Pru Life UK - Licensed Financial Advisor**

**Licence Issued: 03/25/2022**

Identify client's financial goals. Advise clients on investments, estate planning, college savings accounts, insurances, and retirement plans. Insure and protect lives and provide after-sales service by performing policy updates and policy reviews.

### **IBM Business Services, Inc. (Phils) - Q2C Deal Facilitator - Order Management Specialist**

**March 2017 – June 2021**

Assisting Business Partner's Order Management in the Acquisitions process. Provided assistance and support to an Acquisitions team for processing of the newly acquired clients' details. Trained to have multiple skill and entrusted to be backup for multiple DB's. Earned Agile, The Weather Company, Cyber Security Badges.

### **Concentrix - Customer Service Representative / B2B Transactions**

**December 2009 – March 2017**

Answering and making business to business calls for inquiries and concerns of dealers for an American car brand. Handled responsibility for ordering restricted parts for newly released, prototype or obsolete car models. Entrusted with the responsibility of managing and ordering restricted parts for newly released, prototype or obsolete car models. Awarded Most resourceful award and Loyalty Award

**IBM Daksh BPO - Tech and Customer Service Support**

**December 2006 – December 2009**

Providing exceptional customer service and technical assistance to customers, ensuring their satisfaction with our products and services. Effectively addressing customer inquiries, troubleshooting technical issues, and providing customer care with accurate and timely solutions working in fast-paced environments, collaborating with cross-functional teams, and adapting to evolving technologies. Promoted to level-2 support that handles products used for business purposes. Chosen to handle a Pioneer account.

**EDUCATIONAL BACKGROUND**

Wesleyan University-Philippines (Cabanatuan City, Nueva Ecija)  
Bachelor of Science in Commerce - Major in Banking and Finance (2002-2006)

**TRAINING AND SEMINARS**

- Real Estate Virtual Assistant Training
- Social Media Management Training
- Financial Advisor Training and Seminars from Pru Life UK
- IBM Design Thinking Process / Methodology
- IBM Agile Practices / Methodology
- IBM Cyber Security Training (Annual)
- SAP Basics Training

**OTHER CONTACT DETAILS**

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