

ERRIK SALVADOR

Team Leader / Supervisor

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Having been working in the call center industry for over 15 years now enhanced my strong leadership and customer service skills, such as being self confident, patient, personal interactive, sympathetic and quality over quantity perspective. I was able to provide all companies I have worked for with their requirements and even surpass the objective of each company. I'm skillful, self-motivated, easy to adjust with changes, hard working, loyal, dedicated and even invites challenges in life and at work.

WORK EXPERIENCE

2019/04 – Present

[Virtual Assistant](#)

[REVA Global](#)

Responsibilities:

- Assist Real Estate investors with any administrative tasks.
- Tasks include but not limited to Appointment setting, Drip Campaigns, Comparables, Lead generation and Skip Tracing.
- Keeps the office running smoothly, allowing the real estate investor to focus on dollar-producing activities.

2016/10 – 2019/01

[Team Leader](#)

[Schneider Electric](#)

Responsibilities:

- Providing back office support for order management by entering orders in Oracle for shipping of items ordered
- Providing support for customers orders until fulfillment by coordinating with warehouse, global supply chain and couriers
- Providing freight quote for orders in all parts of United States
- Providing chat support and email support for ecommerce web orders
- Monitors the day to day orders to ensure that all orders are booked within service level to impact customer satisfaction
- Certified Six Sigma Greenbelt with the successful project of follow up templates which would minimize the booking of unbooked orders
- Manages and oversees the activities of 21 agents through coaching and mentoring

2012/04 – 2016/10

[Assistant Vice President for Operations](#)

[Iqor Philippines Incorporated](#)

Responsibilities:

- Provide outbound and inbound collections for Bell mobility in Canada
- Manages the queue to ensure that the agents are utilized at least 90% of the time by flipping the queue from outbound to inbound and vice versa
- Responsible for generating the bonus plan for the site and brainstorms with Vice President on how to address all metrics with the help of the bonus plan

- Responsible for mentoring 6 newly promoted Team Leaders from my team by being their coach to develop their leadership skills
 - Manages and oversees day to day activities of 17 agents
- 2011/06 – 2012/04 [Team Leader](#)
[Convergys Philippines](#)
 Responsibilities:
- Provide outbound verification of business information leads for Dun and Bradstreet
 - Data gathering of company information such as legal business name, business address, principals and etc.
 - Manages and oversees the activities of 2 agents, ensuring that each individual perform at par with the standards set by the company and the client.
- 2006/10 – 2011/06 [Sr. Team Leader](#)
[Telus International Philippines](#)
 Responsibilities:
- Provide technical support to customers who are having issues while playing with or using their Xbox 360 console to US based customers.
 - Provide technical support to customers that may have problems with FedEx Internet shipping site through troubleshooting to US based customers.
 - Manages and oversees the activities of 15 to 16 CIA's and Sr. CIA's, ensuring that each individual perform at par with the standards set by the company and the client.
 - Certified six sigma yellow belter conducted by Telus International Philippines.
 - Manages the day end report of the XBOX 360 Hardware LOB. Schedules closing Team Captains to create the day end report. Collect staffing report, SLA, AHT, Emerging Issues, Tools Issue report, LILO of supervisors and operations analysis.
- 2003/03 – 2006/10 [Performance Coach](#)
[HSBC Data Processing Philippines](#)
 Responsibilities:
- Fully knowledgeable of the Personal Cards, Gold and Platinum Credit cards, and Lost and Stolen process in terms of call flow and takes initiative to be kept updated for new procedures
 - Manages a team of 3 to 5 Associates to be able to provide extraordinary service through phone interactions
 - Takes escalated calls from associates resolving challenging inquiries utilizing negotiation skills, while following guidelines in an effort to satisfy the customer
 - Accredited trainer conducting refresher sessions with the topics statements breakdown, credit card charges and interest charges refunds, increasing and decreasing credit limits and temporary increase limits

EDUCATION

- 2003/03 [University of Perpetual Help Rizal](#)
- Graduate with a degree in Industrial Engineering (B.S.I.E.)
- [References and personal background available upon request](#)