

SALVE SALVADOR

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PROFILE

Efficient customer service professional with 7+ years of experience / Resourceful, out-of-the-box thinker / multi-tasking ability to handle several customer needs / Flexibilities to work various shifts, including evenings and weekends.

EDUCATION

Bachelor of Science in Secondary Education | 2009 - 2012

City University of Pasay | Pasay, Manila

WORK EXPERIENCE

Community Manager

Skynet Leads, Texas, United States | March 2025 – March 2026

- Engage with community members by responding to comments, messages, and discussions
- Create and schedule content while maintaining a consistent brand voice
- Monitor and moderate platforms to enforce guidelines and ensure a positive environment
- Gather feedback and analyze engagement to improve community growth and strategy

Senior Customer Advocate

Boldr, Ortigas City, Pasig | September 2023 – May 2025

- Find, screen, and guide HCPs through application and onboarding, tracking key metrics.
- Manage all HCP credentialing, ensuring compliance and maintaining accurate records.
- Match HCPs to facility needs, coordinate deployments, and address staffing gaps.
- Serve as primary contact, proactively address concerns, and gather feedback to improve service.

Interconnection Processor

Clearsource BPO Inc, Ortigas City, Pasig | April 2022 – September 2023

- Manage US solar panel applications: ensure compliance, track progress, and update clients.
- Handle US solar applications: review documents, communicate with departments, and keep clients informed.
- Process US solar applications: review, track, and update clients on compliance.

Operations Customer Service Representative 2

Telus, Vertis North Quezon City | December 2020 – May 2022

- Detecting fraud: Monitor for suspicious transactions (unusual patterns, high-risk locations).
- Investigate: Verify flagged transactions, contacting customers as needed.
- Prevent: Develop and implement fraud prevention strategies (security improvements, customer education).

Customer Service Representative

TTech, Quezon City | December 2019 – July 2020

- Process deposits, withdrawals, transfers, and payments accurately.
- Address customer questions and resolve account issues.
- Promote and cross-sell financial products and services.

I hereby certify that all the information is true and with all honesty

Salve G. Salvador