



# FAIZAL ALOOT NADONG

**Address:** San Nicolas III, City of Bacoor, Cavite 4102 Philippines  
**Phone:** +639123304303  
**Email:** faizal0202@gmail.com  
**Website:** [www.linkedin.com/in/faizal-nadong](http://www.linkedin.com/in/faizal-nadong)

## SUMMARY

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Proven Customer Service Leader with a strong track record of success in managing and motivating teams to deliver exceptional results. Demonstrated experience in training, coaching, and mentoring team members to enhance their skills and performance. Proven ability to effectively handle escalated issues, resolve conflicts, and drive continuous improvement initiatives. Skilled at building positive relationships with customers and fostering a collaborative team environment.

## WORK EXPERIENCE

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### Supervisor, PayPal Philippines, Inc.

August 2021- Present

- Delivers essential functions of a Customer Service Team Lead role.
- Manage a team of Operations Specialists, lead day-to-day operations, and ensure timely and accurate execution of designated tasks
- Leads assigned team to deliver consistently high standards of customer support.
- Provides training, coaching, and mentoring to team members as needed and proactively monitors performance.
- Works with the management team to evaluate and make recommendations to improve department procedures.
- Monitor employee productivity and provide constructive feedback and coaching
- Receive complaints and resolve problems
- Maintain timekeeping and personnel records
- Prepare and submit performance reports

### Team Lead Trainee, PayPal Philippines, Inc.

March 2021 - July 2021

- Managing the day-to-day activities of the team.
- Motivating the team to achieve organizational goals.
- Developing and implementing a timeline to achieve targets.
- Delegating tasks to team members.
- Conducting training of team members to maximize their potential.
- Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- Conducting quarterly performance reviews.
- Contributing to the growth of the company through a successful team.
- Creating a pleasant working environment that inspires the team.

### Escalations Support, PayPal Philippines, Inc.

August 2019 - February 2021

- Investigate potential conflicts.
- Provide conflict management training.
- Intervene in conflicts to facilitate resolution.
- Monitor employee performance and quality.
- Recommend disciplinary action when necessary.
- Oversee implementation of new conflict management policies.
- Host introductory events for mentees.
- Inform mentees of institute procedures and initiatives.
- Address potential adjustment challenges and provide resources.
- Schedule follow-ups to track progress.
- Facilitate social orientation through bonding initiatives.
- Support mentees during personal hardships.
- Attend mentorship meetings and report concerns to the Escalations Lead.

### Customer Solutions Teammate, PayPal Philippines, Inc.

May 2019 - July 2019

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

## **Travel Consultant, InterGlobe Technologies - Philippines**

**May 2018 - April 2019**

- Responding to inquiries about our company's services and offerings.
- Determining each client's requirements, including destinations, length of stay, and transit time.
- Ensuring that clients pay the deposit before you commence with bookings.
- Informing clients about the cancellation policy, including salient dates and all penalties.
- Ascertaining and adhering to the available budget.
- Selecting the most appropriate transport based on the available finances, requisite departure and arrival times, and preferred duration of transit.
- Securing accommodation that is best suited to the budget and location of choice.
- Planning excursions based on each client's needs and interests.
- Accounting for mobility and medical needs during each phase of the trip planning process.

## **Technical Support Representative, Teleperformance Philippines**

**June 2017 - May 2018**

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of actions to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Supporting the roll-out of new applications.

## **Collections Agent, IQor Philippines, Inc.**

**December 2015 - March 2017**

- Collaborating on debt collection efforts with Accounts, Sales, and the Legal Department.
- Developing debt collection strategies and plans.
- Conducts inbound and outbound collection services to our users, making sure that their accounts are active and that their credit scores are all in good shape
- Searching publicly available databases to track down defaulters, including Credit Bureau information, background checks, and loan documents.
- Preventing repeated payment delinquency by negotiating manageable debt payments.
- Negotiating settlements to receive payment on a certain percentage of the debt.

## **Sales and Customer Service Specialist, IQor Philippines, Inc.**

**November 2014 - May 2015**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.

## **SKILL**

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- Excellent written and verbal communication and interpersonal skills
- Hyper-organized with great attention to detail
- Ability to stay on top of high volumes of requests, handling multiple priorities and delivering in a timely manner
- Focused and driven to always meet deadlines and targets as required
- Ability to deal with both internal/external clients in professional, mature and courteous manner at all times
- Energetic, responsive team player with client-service focus
- Ability to work independently with minimal supervision and work effectively with all levels of management
- Expert in achieving high levels of multi-tasking by remaining focused and goal-oriented
- Strong technical skills in Microsoft Office including MS Word, MS Excel,
- MS One Note and MS PowerPoint
- Flexible and highly adaptable to changes

## **EDUCATION**

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### **Bachelor of Secondary Education**

Pangasinan State University-Asingan Campus | 2024

- Major in English

### **Bachelor of Secondary Education**

Cavite State University-Main Campus | 2012 - 2015 (Undergraduate)

- Major in English

### **Secondary Education**

San Quintin National High School | 2007 - 2011

### **Primary Education**

Lagasit Elementary School | 2001 - 2007