

Salman Dipo Islamy

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Experienced Recruitment Manager, HRBP Manager, Telesales Manager, Learning and Development Manager with a demonstrated history of working in the startup industry and insurance industry. Skilled in Training & People Development Skills, Analytical Skills, Data Analysis.

I am an passionate in People Development with interest to develop a career in HR, Learning & Development or Sales Department, I like to get to know people on what they are good at and try to help them to get the of their skill. As a responsible person, I always work hard on all my responsibilities, especially when it comes to my tasks, and I believe that every single day is something that we should have a chance to learn from others as well.

EDUCATION

Jun 2016 - Dec 2020

Bachelor Degree

Human Resources Management

Universitas Terbuka (Indonesia Open University)

WORK EXPERIENCE

Oct 2024 – Feb 2026

General Manager

Krisnatex Karya Nusantara

As the General Manager at Krisnatex, I led the overall operations of the company with a strong focus on developing high-quality totebag products and driving sustainable business growth. I was directly responsible for overseeing several key divisions:

1. Sales Team

- Developed sales strategies to boost revenue
- Led the team in achieving monthly targets and managing client relationships (B2C and B2B)
- Designed training programs and skill development plans for the team

2. E-Commerce Team

- Expanded online sales channels through various marketplaces
- Optimized digital marketing and promotional campaigns
- Analyzed online sales performance and consumer trends

3. Finance Team

- Oversaw budget planning and monthly financial reporting
- Ensured cost-efficiency in production and operations
- Collaborated with auditors and tax consultants to ensure regulatory compliance

4. Graphic Design Team

- Directed product branding and creative design for catalogs & social media
- Maintained visual consistency across all promotional materials and product packaging
- Closely collaborated on the development of custom totebag designs for clients

And handle other department such as HR, recruitment, warehouse, etc.

Note : Resign due to lay off

Sep 2023 – Oct 2024

Recruitment and HRBP Manager

ITCI Hutani Manunggal

Oversaw multiple HR sub-functions including Recruitment, Organizational Development, Talent Management, Payroll, Employee & Industrial Relations, General Affairs & Facility Management, Learning & Development, and Assessment Center.

Recruitment Management

- Developed and executed effective recruitment strategies to attract top talent across departments
- Managed full-cycle recruitment (sourcing, screening, interviewing, hiring)
- Partnered with hiring managers to align talent acquisition with business needs
- Leveraged multiple sourcing channels including job boards, social media, and professional networks

HR Business Partner (HR Operations & Strategic HR)

- Led succession planning, career pathing, and competency framework development
- Managed Industrial & Employee Relations, ensuring compliance and healthy employee engagement
- Oversaw Payroll, Compensation & Benefits processes to ensure accuracy and competitiveness
- Supervised General Affairs & Facility Management to support operational effectiveness
- Partnered with management on performance management and organizational development initiatives

Assessment Center

- Designed and implemented competency-based assessment programs
- Managed end-to-end assessment processes and talent promotion systems
- Conducted coaching & counseling initiatives
- Delivered analysis, reports, and development recommendations based on assessment results

Learning & Development

- Managed Management Trainee & Structured Development Programs
- Designed technical and soft skill training aligned with business strategy
- Led performance management processes and employee engagement initiatives
- Ensured continuous improvement through PDCA and effective budget/vendor management

Feb 2023 - Jul 2023

Telesales and Training Quality Manager

Teleperformance

Handle e-commerce project and handle 2 departments in the Business Process Outsourcing Company (BPO Company):

1. Telesales Department
2. Training and Quality Department

as a Telesales Manager :

- Handle 4 line of business (LOB) on e-commerce project in Telesales Team, each: Virtual Account Management (VKAM), LSS (Ads Selling Team), Acquisition and Incubation Team (Seller Onboarding Team)
- Manage, lead, & motivate telesales team
- Coordinate responsibilities and capacity planning for target fulfillments for their team.
- Actively monitor team performance on daily basis by generating the reports
- Involved in script development and enhancement as well as the development of the tools.
- Responsible for giving insight on weekly reports to clients, and creating, delivering action plans to the Telesales Team to increase productivity

As a Training and Quality Manager :

- Develop a department of well-trained, competent professionals who continuously improve the organization and themselves
- Drive initiatives to improve the quality of Training and Quality support to evaluating and improving internal processes
- Evaluate consistency and accuracy among trainers through observation and analysis of class evaluations

- Evaluate levels of process and staff effectiveness and works with Business stakeholders to create and collaborate on the execution of improvement action plans
- Conduct Coaching and Development sessions with team members to drive continuous improvement.
- Oversee audits of key Training and Quality support processes within each account and recommends changes
- Lead Training and Quality task forces/action plans with Business stakeholders (Operations, Client Account Management, and Resource Unit partners)
- Conducts analysis on Training and Quality performance and be responsible to identify trends, determining root cause, presenting findings both internally and externally, and leading corrective action plans

Note : Resigned due to end of project

Jul 2022 - Dec 2022

Training Manager

Lifepal

Making concepts & strategies for training program, such as:

1. Basic Training Program for new members of the Telesales Team
2. Development Program for the existing Telesales Team starting from:
 - Who and what indicators will be trained?
 - What kind of training is it?
 - and make a report, how much impact the training made based on performance?
 - Strengthen Telesales selling skill with tiered development program
 - Develop sales organization composition in applying performance management
 - Produce high quality Telesales team through skill & competency matrix
 - Building training material and curriculum for Telesales
 - Develop 2 Trainers to handle regular training & Development training
 - Create Raport for Telesales Team, with rating system
 - Make Video Training to simplify training concept (no need to be in class), and aims to efficiency training time, because the participant can doing training anywhere and anytime (do not interfere with working hours)
 - Make Quality Audit to ensure the training provided is in accordance with the needs, and measure the quality of TSO's sales when calling & chatting on WhatsApp with customers
 - Make Decision Tree for Sales team, the objective become Telesales guidelines in making calls & chats with customers, and help TSO in answering questions from customers.

Doing extra mile in terms of role :

- Doing field coach to Telesales Team
- Taking care sales script for Telesales Team and its update

Note : Resigned due to lay off

Jan 2022 - Jun 2022

Learning and Development Manager

Lummo

Note : Resigned due to lay off

Jan 2020 - Dec 2021

Learning and Development Manager Training Specialist

Alodokter

Note : Resigned due to lay off

Jun 2014 - Jan 2020	Sales Trainer Telesales Supervisor AXA Financial Indonesia
Jul 2012 - Nov 2013	Telesales Supervisor AIG Life Ltd
Sep 2009 - Jan 2011	Telemarketing Supervisor AIA Financial

SKILLS

- Microsoft Office
- Learning and Development
- People Development
- Training and Coaching Management
- Organizational Development
- Recruitment
- Org. Development and Talent Management
- Data Analysis
- Call Tracking Analysis
- Analytical Skills
- English Bussiness Conversation

SEMINARS AND TRAININGS

Nov 2021 - Nov 2021	Relationship Based Leadership Training PT Indonesia Maju Finansial
Sep 2020 - Oct 2020	Business English Communication Pre-Intermediate level AIM for English
Sep 2020 - Oct 2020	Microsoft Excel Internal Training Program Alodokter
Apr 2019 - Apr 2019	Becoming Great millennials @Work FranklinCovey
Feb 2019 - Feb 2019	Trance Selling Lamour Management TrainingLamour
Aug 2019 - Aug 2019	Leadership Development Program Amazing Race (Singapore Trip) AXA Financial Indonesia
Aug 2015 - Aug 2015	Advanced Leadership Program Dale Carnegie
Jun 2015 - Jun 2015	Leadership Development ProgramLeadership Dale Carnegie

AWARDS AND ACHIEVEMENTS

All of achievement are certified or get a charter

Sep 2021	Employee of The Month period September 2021 Alodokter
Jul 2020	Employee of The Month Period July 2020 Alodokter
Jan 2018	The Best Supervisor period January 2018 AXA Financial Indonesia
Feb 2018	The Best Supervisor period February 2018 AXA Financial Indonesia
Dec 2015	As a Winner Annual Contest trip to Hongkong period Jan 2015 – Dec 2015 AXA Financial Indonesia
Sep 2015	The Best Supervisor category Sales Town Hall period Jan 2015 – Sep 2015 AXA Financial Indonesia
Jun 2015	A Winner All Star Club for Supervisor period Jan Jan 2015 – Oct 2015 AXA Financial Indonesia
Jun 2015	As a Winner Semester Contest trip to Yogyakarta period Jan 2015 – Jun 2015 AXA Financial Indonesia
Jun 2015	The Best Supervisor quartal II period Apr 2015 – Jun 2015 AXA Financial Indonesia
Mar 2015	The Best Supervisor quartal I period Jan 2015 – Mar 2015 AXA Financial Indonesia
Jan 2015	Supervisor of the month period Jan 2015 AXA Financial Indonesia
Nov 2014	Supervisor of the month period Nov 2014 AXA Financial Indonesia