



Case Study

Building a High-Performing Offshore Sales Team in Malaysia

Singapore Edition

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About FastLane

Fastlane Group, established in 2013, began as an innovative accountancy and advisory firm specializing in supporting SMEs, entrepreneurs, startups, high-growth companies, and businesses expanding globally. With a commitment to combining technology and expertise, we have consistently delivered best-in-class services, ensuring our clients in Hong Kong meet their financial and compliance needs, allowing them to focus on their core business objectives.

As the business landscape evolves, so have we. Recognizing the growing demand for flexible and cost-effective talent solutions, we have established FastLaneRecruit to assist clients with recruitment and building remote teams in Southeast Asia. This expansion allows our clients to access high-quality talent while benefiting from our comprehensive support in HR advisory, payroll administration, and compliance, helping them scale their businesses efficiently and confidently in a competitive environment.

Our Purpose

At FastLaneRecruit, our purpose is to empower businesses to achieve their full potential by delivering innovative and reliable recruitment and Employer of Record (EOR) solutions. We are dedicated to assisting our clients in building and managing remote teams in Southeast Asia, providing access to a diverse talent pool while ensuring seamless HR, payroll, and compliance management. Through our expertise and advanced technology, we strive to be the trusted partner that enables businesses to scale efficiently, reduce costs and focus on their strategic growth.

Our Mission

Our mission is to empower businesses to grow and thrive by providing innovative, reliable, and cost-effective recruitment and Employer of Record (EOR) solutions. We are committed to helping our clients navigate the complexities of talent acquisition and management, ensuring that they can build and scale their teams with confidence, efficiency, and compliance. Through our expertise and dedication, we aim to be the trusted partner for companies seeking to expand their capabilities and achieve long-term success in a competitive global market.

Our Principles

- **Client-Centric Focus:** Tailored solutions to address client-specific challenges.
- **Integrity and Transparency:** Uphold the highest standards in all interactions.
- **Innovation and Excellence:** Continuous improvement and adoption of the latest technology.
- **Collaborative Partnership:** Foster strong partnerships both within our team and with clients.
- **Responsiveness and Agility:** Adapt quickly to the evolving needs of clients and the market.

Our Values

- **Commitment to Quality:** Deliver high-quality services that exceed client expectations.
- **Respect and Integrity:** Treat everyone with respect and act with honesty.
- **Innovation:** Continuously seek innovative solutions.
- **Customer Focus:** Prioritize client needs and provide tailored solutions.
- **Collaboration:** Value teamwork and collaboration to achieve common goals.
- **Responsiveness:** Ensure timely and effective solutions.
- **Excellence:** Pursue excellence in all aspects of our work.

Get in Touch

For more information or to contact FastLane Group on Company Formation, please email:

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Disclaimer

Information provided by our recruitment agency is general and without guarantees. Employers are responsible for their own assessments and due diligence when hiring. Our agency is not liable for any actions taken based on this information.

Building Offshore Sales Team in Malaysia For Singapore Companies

Companies across Singapore are currently navigating a challenging environment marked by increasing labour expenses, a shrinking pool of qualified talent, and growing demands to expand operations without sacrificing service excellence.

Conventional outsourcing methods frequently fall short because they lack the seamless integration, control, and consistency that modern businesses require. While outsourcing used to be the standard go-to, today's progressive companies prefer a more strategic approach. They seek dedicated teams that align closely with their workflows and quality standards, rather than just temporary or fragmented support. This trend has driven many organizations to consider building offshore sales teams in cost-effective and strategically located markets like Malaysia.

At FastLaneRecruit, we offer this smarter solution: helping Singapore companies establish dedicated, fully functional offshore sales teams in Malaysia that operate as genuine extensions of their business without the hassle of setting up a local branch.

Our comprehensive offshore team solution is built on three essential stages:

Stage 1: Build the Right Team

Stage 2: Set Up a Functional Workspace

Stage 3: Equip and Enable Your Team

Partnering with us enables businesses to scale effectively, boost operational resilience, and achieve sustainable cost savings while upholding the high service standards their clients expect.

1. Stage 1: Build the Right Team

1.1 Talent Sourcing

To create a high-performing offshore sales team for a Singapore company, we began by conducting thorough consultations to fully understand their staffing needs and preferred workflows. We identified a variety of key roles vital to their sales operations, including entry-level sales representatives, mid-level sales executives, senior sales managers, and a sales coordinator to support internal and client communications.

Next, we tapped into our deep Malaysian talent pool, developed over years of strong local recruitment partnerships and trusted industry networks. Each candidate was carefully evaluated to ensure they matched the specific requirements of Singapore businesses and were well-suited for remote sales roles demanding excellent communication skills, strong customer focus, and familiarity with Singapore's market dynamics.



1.1.1 Offshore Sales Roles

A high-performing offshore team requires the right mix of roles to support your entire sales workflow:

1. Sales Development Representative (SDR) – (0–2 Years Experience)

The Sales Development Representative is responsible for identifying potential leads through outbound emails, LinkedIn outreach, and cold calling. They qualify both inbound and outbound leads before passing them on to the sales team. Maintaining up-to-date records of interactions in CRM tools such as HubSpot or Salesforce is essential. SDRs also set appointments and meetings for Account Executives and collaborate closely with marketing teams to support lead nurturing campaigns. This role is critical in Singapore's fast-paced tech and SaaS sectors, where quick lead generation and multilingual communication skills are highly valued.

2. Inbound Sales Executive – Junior-Mid Level (1–3 Years Experience)

Inbound Sales Executives handle incoming inquiries, qualify leads, and close small to mid-sized deals. They conduct virtual product demonstrations and presentations tailored for regional clients while supporting channel partners and distributors in their sales activities. Tracking sales metrics, updating the pipeline status regularly, and managing follow-up routines, including email automation sequences, are key responsibilities. This role is increasingly important in Singapore's e-commerce, software, and B2B sectors, where familiarity with local languages and ASEAN cultural nuances enhances sales effectiveness.

3. Account Executive (AE) – (3–5 Years Experience)

Account Executives manage the complete sales cycle from lead qualification through to contract negotiation. They build and nurture client relationships across Southeast Asia, including Singapore, Malaysia, and Indonesia. Meeting monthly and quarterly revenue targets while meticulously tracking opportunities in CRM systems forms the backbone of this role. Account Executives work closely with technical teams to develop customised proposals and pricing strategies and deliver client feedback to improve both sales approaches and product offerings. This position is vital for Singaporean SMEs and scale-ups aiming to expand regionally, especially within fintech, SaaS, and professional services industries.

4. Sales Team Leader – (5–7 Years Experience)

Sales Team Leaders oversee and mentor a regional or offshore team of SDRs and Account Executives. They regularly review daily and weekly performance metrics such as call volumes, meetings, and conversion rates. Training the sales team in objection handling, product knowledge, and consultative selling techniques is a core part of this role. Leaders are responsible for providing accurate sales forecasts, maintaining pipeline health, and implementing effective tools and playbooks to support seamless remote collaboration. Singapore companies often prefer lean sales teams led by nearshore leaders managing reps based in ASEAN markets.

5. Sales Manager – Leadership Level (7–10+ Years Experience)

Sales Managers develop and implement sales strategies aligned with the objectives of their Singapore headquarters. They lead the recruitment, onboarding, and performance management of remote sales teams. Creating KPI dashboards, incentive programs, and regional market plans falls within their remit, alongside cross-functional collaboration with product, marketing, and operations teams. These managers drive business growth across Southeast Asia by leveraging deep insights into local buyer behaviour. They are often responsible for managing APAC expansion efforts using offshore teams in Malaysia and the Philippines to optimize costs and increase market coverage.



1.1.2 Key Evaluation Criteria We Look For When Hiring Remote Sales Teams for Singapore Companies

To ensure your offshore sales team in Malaysia can effectively integrate with Singapore companies' operations, we prioritise candidates who demonstrate the following skills and experience:

Proficiency in Sales and CRM Software

We look for candidates experienced with key sales and CRM platforms commonly used by Singapore businesses, such as Salesforce, HubSpot, Zoho CRM, and Microsoft Dynamics. This includes not only basic navigation and data entry but also proven abilities in:

- Managing lead pipelines and sales workflows aligned with Singapore company standards
- Tracking and reporting sales activities accurately and timely
- Using automation tools for email campaigns and follow-ups
- Generating detailed sales reports and forecasts to support decision-making
- Configuring CRM features such as lead scoring, segmentation, and custom dashboards

Understanding of Regional Sales Processes

Candidates must be well-versed in sales processes relevant to Singapore and the broader ASEAN market, including:

- Qualifying leads effectively using local buyer personas and criteria
- Managing sales cycles from prospecting to closing deals within Singapore's regulatory and business environment
- Supporting channel partners and distributors aligned with Singapore market practices
- Demonstrating knowledge of regional procurement and contract negotiation customs

Sales Performance and Reporting

We expect offshore sales professionals to deliver accurate and insightful performance data. Candidates should be able to:

- Track daily and weekly sales KPIs, such as call volumes, meetings, conversion rates, and revenue targets
- Identify gaps and opportunities in the sales funnel and propose corrective actions

- Prepare sales forecasts and pipeline reviews in line with company standards
- Collaborate with sales managers to improve team performance through data-driven insights

Market and Product Knowledge

Understanding the specific markets and products sold by Singapore companies is essential. We prioritise candidates who:

- Are familiar with the competitive landscape and buyer behaviours in Singapore and ASEAN countries
- Can communicate product value propositions effectively to different customer segments
- Stay updated on industry trends and competitor activity relevant to their sales targets
- Support cross-functional teams such as marketing and product development with customer feedback

Technical Agility and Communication Skills

Modern remote sales roles demand proficiency with various digital tools and strong communication capabilities, including:

- Proficiency in Microsoft Excel or Google Sheets for managing sales data and creating reports
- Use of cloud-based collaboration tools like Microsoft Teams, Zoom, Slack, and Google Workspace for seamless communication
- Ability to work efficiently across multiple platforms while ensuring data security and maintaining workflow consistency
- Strong verbal and written communication skills in English and, where applicable, regional languages to support multilingual client interactions

1.2 Employer of Record (EOR) Services

Once the right candidates are selected, we onboard them through FastLaneRecruit's local Employer of Record (EOR) framework. This solution provides a legally compliant way for Singapore companies to hire offshore sales talent in Malaysia without the need to establish a local legal entity.

Under this EOR arrangement, FastLaneRecruit acts as the official employer of your offshore sales team members in Malaysia. This allows your Singapore company to retain full control over daily operations, workflows, and team performance, while FastLaneRecruit manages all local HR, compliance, and employment obligations.

Here's how it works:

- **Operational Control:** You define job roles, choose your team, and oversee their daily tasks to meet your company's standards.
- **Local Compliance:** We prepare Malaysian-compliant employment contracts, register employees with statutory bodies such as EPF, SOCSO, and EIS, and manage onboarding according to Malaysian labour laws.
- **Payroll & HR:** We handle payroll processing, payslips, statutory contributions, leave management, and HR filings, removing the complexities of Malaysian employment legislation from your plate.
- **HR Support:** As the official employer, FastLaneRecruit offers ongoing HR assistance, addressing employment matters and ensuring full compliance with local labour regulations.
- **Risk Management:** Our EOR model eliminates the need for your company to set up a legal entity in Malaysia, significantly lowering legal and operational risks.

This model is perfect for Singapore companies aiming to expand their offshore sales capabilities quickly, efficiently, and compliantly. With FastLane Recruits EOR services, you can focus on business growth and service delivery, while we take care of all HR, legal, and compliance requirements.

1.3 Payroll & Compliance Management

At FastLaneRecruit, we manage all payroll and compliance responsibilities for your offshore sales team in Malaysia, ensuring accuracy, timeliness, and full adherence to local employment laws and best practices.

Our payroll and compliance services cover comprehensive administration of salaries, statutory deductions, tax obligations, and HR documentation. This thorough approach protects your company's reputation, fosters trust with your offshore staff, and guarantees that every employee receives fair and punctual compensation.

1.3.1 Key Components and How We Execute Them

We begin with monthly payroll calculations, determining each team member's gross pay, statutory deductions, and net salary. Utilizing secure payroll software, we factor in allowances, overtime, or bonuses according to Malaysian employment regulations. The payroll is then carefully verified for accuracy and consistency.

We also manage all mandatory contributions and deductions, including:

- **EPF (Employees Provident Fund):** Malaysia's retirement savings plan, similar to Singapore's CPF, with contributions from both employer and employee.
- **SOCSSO (Social Security Organisation):** Malaysia's workplace injury insurance scheme that protects employees in case of accidents or illness.
- **EIS (Employment Insurance System):** Provides unemployment benefits, akin to Singapore's Employment Insurance Scheme.
- **Income Tax Deductions (PCB):** Monthly tax withholdings calculated and submitted to the Inland Revenue Board of Malaysia (LHDN).

A crucial part of our service is issuing detailed payslips to each employee, outlining their earnings, statutory deductions, and net pay, which promotes transparency and builds trust.

We also oversee leave tracking, maintaining precise records of annual, medical, and other statutory leave entitlements to ensure compliance with the Malaysian Employment Act 1955, providing clear reports for both employees and management.

Beyond monthly payroll, we prepare and submit year-end reports, including EA Forms Malaysia's equivalent of Singapore's IR8A returns to comply with statutory requirements and ensure your offshore team remains fully compliant.

1.3.2 Why This Matters for Your Company

For Singapore companies managing offshore sales teams in Malaysia, compliance with local employment laws is essential. Effective payroll and HR compliance:

- Protects your company from fines, legal disputes, and reputational damage
- Builds trust and engagement with your offshore team members
- Ensures that your Malaysian operations maintain the same level of professionalism and care as your Singapore headquarters

By fully managing these processes, FastLaneRecruit allows you to focus on your core business and growth strategies, confident that your offshore team is well-supported, compliant, and fairly treated.

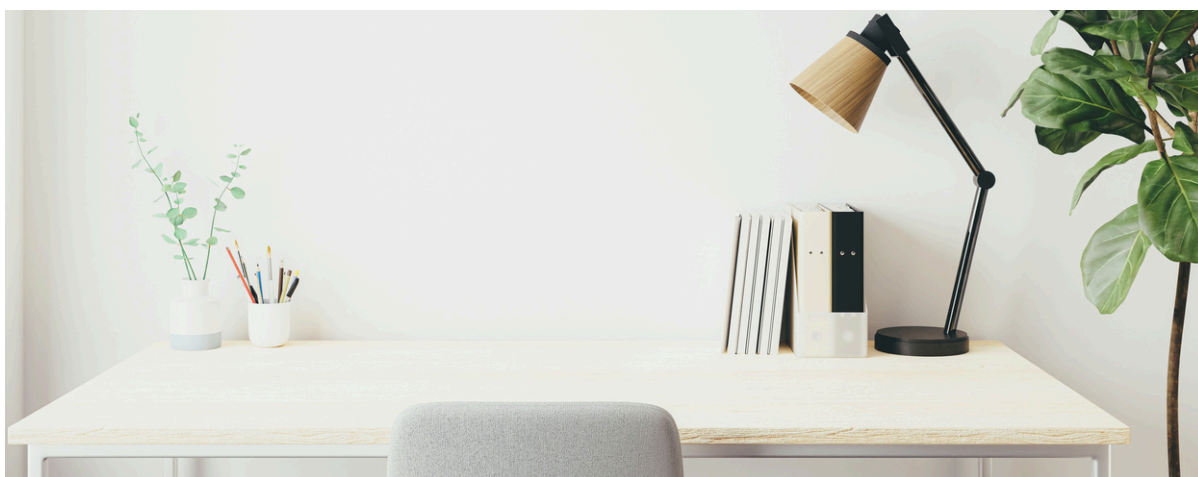
2. Stage 2: Set Up the Workspace

2.1 Workspace Sourcing & Office Setup

For many Singapore companies expanding offshore sales teams in Malaysia, securing the right workspace is crucial for operational efficiency and employee satisfaction. At FastLaneRecruit, we offer full support for workspace sourcing and setup, ensuring your offshore sales team works in an environment customized to your company's specific needs.

We begin with a thorough needs assessment to understand your team size, preferred working model (such as hybrid or fully on-site), and any special workspace requirements like private rooms for confidential calls, meeting spaces for team collaboration, or secure IT infrastructure to safeguard company data.

Using our local expertise, we conduct detailed market research and present side-by-side comparisons of workspace options to help you make the best choice for your offshore sales team:



- **Coworking Spaces:** Ideal for smaller teams or companies seeking flexible, cost-effective environments with shared amenities. These spaces typically include high-speed internet, meeting rooms, reception services, and opportunities for networking—great for businesses testing offshore expansion before committing long-term.
- **Private Office Suites:** Suited for firms needing a dedicated, branded, and secure space without the complexities of managing a full office. These offer privacy, consistent branding, and greater control over daily operations, striking a balance between flexibility and professionalism.



- **Self-Rented Office Spaces:** Best for larger teams or companies with long-term plans, offering full control over the workspace, privacy, and customization options for layout and security. This option ensures a workspace that fully aligns with your brand and operational culture, especially important when data protection and confidentiality are priorities.

To help you decide, we provide a clear comparison report covering:

- **Location Benefits:** Proximity to transit, client hubs, and business amenities.
- **Cost and Lease Flexibility:** Balancing upfront costs with long-term savings.
- **Privacy and Data Security:** Essential for protecting sensitive business information.
- **Scalability:** Ensuring the workspace can grow alongside your team's future needs.

2.2 Virtual Tours and Site Assessments

We organise detailed virtual tours and site visits to give you a comprehensive view of each workspace's layout, security, and facilities without the need to travel. This enables you to confidently evaluate options and select a workspace that fits your team's operational needs and expectations perfectly.

2.3 Local Negotiation and Lease Management

Once you select a workspace, FastLaneRecruit serves as your trusted local partner and negotiator. We handle everything from securing the best rental rates and deposits to negotiating access to shared facilities and lease flexibility. Leveraging our deep knowledge of the Malaysian market, we help you avoid hidden fees and secure a workspace aligned with your operational goals.

2.4 Why Workspace Setup Matters

A well-designed and fully equipped workspace is a strategic asset that directly influences your offshore team's success and your company's overall performance. Here's why it's crucial:

- **Talent Attraction and Retention:** A centrally located, comfortable, and well-resourced workspace enhances employee satisfaction, helping you attract and keep top sales talent. It also signals your commitment to staff well-being and high service standards.
- **Scalability:** Choosing the right workspace from coworking to private offices or self-leased premises ensures your team can grow without operational obstacles. Flexible lease terms and customizable spaces allow the office to adapt to your evolving needs.
- **Operational Continuity:** A professional workspace guarantees uninterrupted access to reliable high-speed internet, secure IT infrastructure, and essential utilities. This fosters productivity, protects data security, and supports smooth collaboration with your Singapore headquarters.

2.5 Our End-to-End Support

FastLaneRecruit manages every step of setting up your offshore workspace in Malaysia, so you can focus entirely on your core business operations. Our comprehensive services include:

- **Local Expertise and Location Assessment:** We use our on-the-ground knowledge to identify locations that balance convenience, accessibility, and proximity to business hubs, ensuring the ideal setting for your sales team.
- **Virtual and In-Person Tours:** We coordinate both virtual and physical tours so you can experience workspace options firsthand without the need for travel, helping you assess layout, security, and amenities confidently.
- **Lease Negotiation and Contract Management:** Acting as your local representative, we negotiate favorable lease terms, including rental prices, deposits, access to shared facilities, and clauses supporting future growth.
- **Workspace Setup and Operational Readiness:** We oversee the installation of ergonomic furniture, collaborative areas, high-speed internet, power supply, and secure data systems. Our team ensures all utilities, security, and compliance requirements are in place so your offshore team is productive and ready from day one.



3. Stage 3: Equip Your Team

For Singapore companies expanding their offshore sales teams in Malaysia, providing your team with the right tools and technology is crucial to ensure smooth service delivery and uninterrupted operations. At FastLaneRecruit, we offer complete support to make sure your offshore sales team is fully equipped to function as an integrated part of your Singapore operations from day one.

3.1 IT & Equipment Provisioning

We start by sourcing and setting up IT equipment that meets the high-performance needs of sales workflows. Our aim is to ensure that every device supports your offshore team's daily tasks, collaboration with your Singapore office, and compliance with data security requirements.

This includes:

- Laptops and monitors capable of handling CRM software, sales analytics tools, and communication platforms efficiently. These devices are chosen to provide reliability and speed for multitasking across sales applications and customer management.
- Headsets, docking stations, and ergonomic accessories to create a professional and comfortable workspace that reduces strain during long working hours. Clear audio and smooth transitions between workstations are vital when engaging with Singapore colleagues and clients.
- Printers and scanners (when necessary) to support hybrid work setups especially for teams managing both digital and physical documents like contracts, sales proposals, or marketing materials. We ensure these devices integrate seamlessly with your document management and communication systems.

Every device is locally tested and configured by our IT experts to ensure compatibility within your company's technology environment. This includes setting up user accounts, updating software and security patches, and conducting performance checks for readiness. By managing all these details from device selection to final setup, we ensure a seamless, plug-and-play experience for your offshore sales team. Your staff can begin work immediately without technical obstacles, fully integrated with your Singapore workflows and ready to engage customers from day one.

3.2 Software Installation & Pre-Onboarding Setup

Before your offshore sales team's start date, we handle the installation and full configuration of all necessary software to ensure a smooth transition and instant productivity. This process goes beyond basic setup and creates a secure, fully integrated environment that mirrors your Singapore operations and safeguards sensitive company and client data.

Key focus areas include:

- **Sales and CRM tools:** Installing and configuring your preferred CRM, lead management, and sales automation platforms, tailored to your workflows and reporting needs. This includes user setup, syncing with your Singapore systems, and ensuring full functionality for pipeline management and customer communications.
- **Secure document management:** Setting up cloud storage solutions like Google Drive, Dropbox, or OneDrive, with appropriate access controls and folder structures aligned to your company policies. This facilitates seamless collaboration on proposals, contracts, and marketing materials while ensuring compliance with data security standards.
- **Communication and collaboration tools:** Configuring Microsoft Teams, Zoom, Slack, and scheduling tools for real-time, cross-border teamwork and client engagement. We establish user groups for specific projects, test video/audio quality, and ensure smooth communication between your Singapore office, offshore team, and clients.
- **VPN access and cybersecurity protocols:** Implementing VPN connections and advanced security measures to protect confidential business data and comply with privacy standards. This setup supports encrypted file sharing, secure remote access, and role-based permissions tailored to your sales team's responsibilities.

Our team validates every part of this configuration, ensuring your offshore sales staff can immediately access all the digital tools and information they need without any technical delays. By aligning software environments with your Singapore workflows, we help your offshore team deliver accurate, compliant, and fully integrated sales operations.

This pre-onboarding setup is foundational for uninterrupted operations, data security, and a smooth client experience.

3.3 Local IT Support

We recognise that even the best-equipped offshore teams require ongoing technical assistance to maintain productivity and security. That's why FastLaneRecruit offers continuous local IT support tailored to the unique needs of Singapore companies with offshore sales teams in Malaysia.

Our services include:

- **Troubleshooting and hardware maintenance:** Quickly resolving technical issues to minimise downtime and keep your sales team focused on their goals. Whether hardware failures or software glitches, our local IT team responds promptly and efficiently.
- **System updates and software maintenance:** Regularly updating all software and operating systems, including sales tools and collaboration platforms, to reduce vulnerabilities and ensure optimal performance consistent with Singapore standards.
- **Network security and VPN management:** Managing secure VPN connections and network protocols to protect sensitive company and client data, maintaining compliance with data privacy regulations relevant to your Singapore business.
- **Equipment upgrades and replacements:** Overseeing device lifecycle management by upgrading or replacing hardware as necessary, ensuring your offshore sales team always works with modern, high-performing technology. This proactive approach minimises disruptions and sustains productivity.

By providing this comprehensive local IT support, we give your offshore sales team the confidence and reliable technology infrastructure they need to deliver consistent, high-quality sales outcomes aligned with your Singapore headquarters.

3.4 Why This Matters

For Singapore companies, dependable IT infrastructure is more than convenience—it's essential for building client trust and meeting compliance obligations. With FastLaneRecruit's thorough support, your offshore sales team has the tools and security required to deliver seamless, top-tier sales performance that reflects your Singapore office's standards.

4. Outcome & Results

What We Offer	How It Helps You
Full-spectrum sales talent	From entry-level to senior managers, fully matched to your company's requirements.
Significant cost savings	Up to 60% more affordable compared to hiring locally in Singapore.
Quick deployment	Your offshore sales team will be fully staffed and operational within 30 days.
Compliance & HR handled	No need to establish a local entity — we manage all payroll, tax, and employment administration.
Customizable infrastructure	Workspaces and IT systems tailored to your preferred work style and technology stack.



5. Bringing It All Together: Your Offshore Team, Fully Supported

At FastLaneRecruit, we know that building a high-performing offshore sales team in Malaysia involves more than just recruitment. It's about creating a secure, compliant, and fully integrated extension of your Singapore operations.

Here's how we make it happen:

- **Stage 1: Build the Right Team**
 - We source and onboard sales professionals at all levels, ensuring they are both technically skilled and culturally aligned with your company's workflows.
- **Stage 2: Set Up a Functional Workspace**
 - We manage every step of workspace sourcing and setup, balancing cost-effectiveness with your brand identity and operational needs.
- **Stage 3: Equip and Enable Your Team**
 - We provide your offshore sales team with modern IT infrastructure, essential sales software, and dedicated local support to ensure they are fully operational and seamlessly connected with your existing Singapore systems.



6. Start with a Complimentary Discovery Call

To explore how these stages can support your company's specific goals, we offer a free discovery call. This no-obligation discussion gives you a chance to share your challenges and see how our customized solutions can create real impact.

We also welcome you to visit Malaysia to:

- Meet the FastLaneRecruit team, your committed partner in building and managing your offshore sales team
- Tour potential workspaces and experience the professional environments that will support your offshore team
- Review our infrastructure and operational processes, giving you confidence in our ability to uphold your company's standards
- Observe our IT support in action, showcasing how we maintain data security, reliable connectivity, and consistent performance

Contact us today to schedule your discovery call and take the first step toward building a smarter, more cost-effective offshore sales team with FastLaneRecruit.





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**Book an appointment and swing by
our offices for a chat and coffee.**



Scan our QR code to visit our
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