

ADRIAN MORALES MILLANO

Client Success & Operations Supervisor

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PROFESSIONAL SUMMARY

Results-driven Operations Supervisor and Team Lead with 10 years of experience leading cross-functional and remote teams across healthcare, retail, and telecommunications. Proven track record in logistics and operations management, SOP development, performance optimization, and team engagement. Adept at leading Philippine-based teams, managing task delegation and onboarding, conducting performance reviews, and collaborating with procurement, QA, and production stakeholders to drive seamless operations and outstanding customer satisfaction.

KEY COMPETENCIES

- Client Relations & Operations Management
- Team Leadership & Remote Management
- SOP Development & Process Improvement
- Performance Management & Coaching
- Recruitment, Onboarding & Training
- Cross-functional Collaboration
- KPI Reporting & Data Analysis
- Team Engagement & Retention
- Compliance & Quality Assurance

PROFESSIONAL EXPERIENCE

Client Success Supervisor, Peak Support | 24 Hour Home Care (Project Based) 07/2025 – 05/2026 | Remote

- Led and managed a Philippine-based remote healthcare support team, overseeing task delegation, scheduling, onboarding, and daily operations to ensure consistent performance and service quality.
- Developed and maintained daily task checklists and SOPs; identified process improvement opportunities and proactively addressed workflow challenges affecting KPIs.
- Conducted behavior-focused performance coaching using SMART goals, Root Cause Analysis, and 5 Why's methodologies to drive measurable metric improvement.
- Collaborated with client-facing stakeholders to provide reporting and performance analysis, ensuring coverage during peak periods and team absences.
- Led team engagement programs — recognition initiatives and team-building activities — to support morale, retention, and a positive collaborative culture.
- Streamlined call flows, CRM usage, and tools utilization; facilitated upskilling sessions and delivered feedback reports on progress and outcomes to clients.

Operations / Service Delivery Supervisor, Teletech | Ka'Chava & Fashionphile 11/2022 – 04/2024 | Remote

- Managed end-to-end order management and fulfillment operations for US and European health and luxury retail brands, ensuring efficient processes and timely delivery.
- Oversaw customer service, escalation handling, and multi-channel case management, contributing to high customer satisfaction and seamless operational flow.
- Partnered with QA for calibration sessions and tools governance to ensure quality standards were consistently met across the team.
- Supervised and coached a remote team; drove continuous process improvement through data-driven decision-making and regular performance reviews.

Operations / Service Delivery Supervisor, Teletech | Telstra Premium Services 10/2016 – 08/2022

- Led cross-functional teams providing technical, sales, and billing support for Telstra's premium TELCO accounts — consistently meeting or exceeding SLA targets.
- Managed team performance through structured PMP, corrective actions, 1:1 coaching, and team huddles; supported recruitment, onboarding, and new hire integration.
- Coordinated with IT and Human Capital on network issues, hiring validation, and operational coverage — including flexible scheduling across rotating work weeks.
- Served as Engagement (Rewards & Recognition) Cluster POC; implemented recognition programs and quarterly team-building initiatives to sustain morale and retention.
- Delivered weekly and monthly business reviews to clients, demonstrating advanced understanding of operational rhythm and revenue drivers.

EARLIER EXPERIENCE

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| Technical/Billing/Sales Support — Teletech | 10/2012 – 10/2016 |
| Area Supervisor — KALAH CI DDS, DSWD (World Bank Project) | 06/2011 – 03/2012 |
| Technical Specialist — Startek Philippines (AT&T Mobility) | 06/2010 – 05/2011 |
| Team Lead — Performance Network International | 08/2006 – 05/2010 |

AWARDS & RECOGNITION

- Top Performer's Club — TELSTRA Philippines (Operations/Service Delivery Supervisor)
- Teletech's Most Outstanding Employee — BRAVO Awardee (Operations/Service Delivery Supervisor)
- Multiple Cluster Monthly Top Team Awards — Overall Performance, NPS, and Sales

QUALIFICATIONS & HIGHLIGHTS

- White Belt Six Sigma certified — strong foundation in process analysis and operational improvement.
- Experienced managing Philippine-based and offshore remote teams with rotating weekend schedules and flexible work arrangements.
- Strong multi-tasking capability across multiple lines of business; skilled at managing projects, checklists, and competing priorities.
- Advanced understanding of operational rhythm, business reviews, and KPI-driven reporting for client-facing environments.

EDUCATION

BS Tourism in Travel Management — University of Sto. Tomas (UST) – Legazpi

AB English — Bicol University College of Arts and Sciences