

ARVIN JAN C. DICHOSO

OPERATIONS SUPERVISOR/ CLIENT SUCCESS MANAGER

Bacoor City, Cavite, Philippines | arvinjandichoso19@gmail.com | +63 926 028 3308

Results-driven Operations Supervisor and Client Success Manager with proven expertise in scaling end-to-end operations, leading high-performing remote teams, and driving revenue growth across solar, roofing, and home service industries. Experienced in managing 100+ weekly implementations, optimizing workflows, and leveraging CRM systems to improve efficiency, client satisfaction, and long-term retention. Known for a data-driven, solutions-oriented approach, strong leadership, and the ability to deliver consistent results in fast-paced, high-volume environments.

AREA OF EXPERTISE

Team Leadership & Performance Management
Client Success & Relationship Management
Customer Service Excellence
Quality Assurance & Process Improvement
Operational Efficiency & Workflow Optimization
Remote & Hybrid Team Management

Executive Assistance & Administrative Coordination
Appointment Setting & Calendar Management
Data Analysis, Reporting & Performance Metrics
Technology Proficiency & Systems Integration
Cross-Cultural Communication & Collaboration
Strategic Problem Solving & Decision Making

PROFESSIONAL EXPERIENCE

Nov 2024 - Present

SMA Support Services

Operations Supervisor/ Client Success Manager

- Lead end-to-end operations, client success, and revenue growth across solar, roofing, and home service accounts, while managing and developing a high-performing client support team.
- Manage 100+ service implementations weekly, ensuring on-time completion and seamless coordination between clients, vendors, and field teams.
- Own the full client lifecycle (onboarding to retention), consistently meeting KPIs and strengthening long-term client partnerships.
- Act as a senior escalation point, resolving complex operational and client issues with minimal service disruption.
- Oversee roofing operations, including claims, warranties, and project coordination, ensuring accuracy, compliance, and faster turnaround times.
- Utilize CRMs (ClickUp, Go High Level, Roofr, JobNimbus, AccuLynx, Salesforce, HubSpot) to streamline workflows, automate processes, and maintain clean, reliable data.
- Drive revenue growth through proactive follow-ups, collections outreach, and upselling services (cleaning, inspections, diagnostics, protection), contributing directly to pipeline expansion.
- Improve field efficiency by optimizing scheduling and routing, reducing travel time and increasing daily job completion rates.
- Conduct system audits and quality checks, maintaining high standards in data integrity, reporting, and service delivery.
- Analyze operational performance and generate actionable insights, leading to continuous process improvements and better client outcomes.
- Build and optimize SOPs, increasing team productivity and reducing turnaround time in a fast-paced remote setup.
- Provide executive support (calendar, inbox, and meeting management), ensuring operational alignment and priority execution

IGT Solutions Inc. (Kiwi.com)
Operations Supervisor

Jan 2023 - Nov 2024

- Supervises staff to include prioritizing and assigning work; conducting performance evaluations; and ensuring employees follow policies and procedures; assists in making hiring, termination, and disciplinary decisions and recommendations.
- Conduct weekly comprehensive business reviews to assess performance against global benchmarks. Honed employees through strategic coaching for promotion to the 2nd level division.

Ubiquity (Netspend)
Team Leader

Sep 2022 - Nov 2022

- Became part of a pioneering financial account and devoted to the company as I was also the one who did the final interview for all Wave 3 and Wave 4 Applicants.
- A nesting Team Lead - used RCA and SMART action plan to assist Nesting agents and promote them to production.
- Accomplishments:
First among 3 team leaders to become Gauge Verified during Quality Onboarding, and able to conduct QA Calibration

Concentrix (T-Mobile)
Team Leader

Mar 2022 - Aug 2022

- Applied PAIR coaching skills with employees and applied proper nurture and growth to employees.
- Turned around the main opportunities of the team through strategic coaching and mentoring.

Sykes Asia Inc./ Foundever (Harman International)
Team Leader

Apr 2018 - Feb 2022

- Mentored and guided team members to foster proper completion of assigned duties.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Maintained compliance with company policies, objectives, and communication goals.
- Evaluated employee performance and coached and trained to improve weak areas.
- Produced detailed reports to track trends and keep management informed.
- Accomplishments:
Former Quality Assurance Coordinator
Former Technical Level 1 Representative
Former Technical Level 2 Audio Specialist
2021 Best Team Lead for Harman Audio - Lifestyle Division

Convergys Philippines Inc. (DirectTV)
Customer Service Representative

Jan 2017 - Jan 2018

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Answered calls, addressed customer inquiries, solved problems, and provided product information.

Lorenzana Food Corporation
Quality Assurance Laboratory Analyst

Oct 2012 - Mar 2013

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Answered calls, addressed customer inquiries, solved problems, and provided product information.

Intertek Testing Services Phils, Inc.
Quality Assurance Microbiology Analyst Trainee

May 2011 - Jul 2011

- Microbial and chemical analyses of in-house water and food products, Environmental and Human Sanitation analysis
- Laboratory Protocol establishment
- Isolation and purification of microorganisms
- Characterization of selected isolates by morphological and chemical analysis

EDUCATION

Master of Science: Microbiology 2013, Undergraduate University of Santo Tomas	2012-2013
Bachelor of Science: Microbiology 2012, Graduate University of Santo Tomas	2008-2012
Primary & Secondary Education 2004 and 2008, Graduate Lourdes School of Mandaluyong	2004-2008

ADDITIONAL INFORMATION

- **Languages:** English, Filipino
- **Certification and Attended Seminars:**
 - Sykes Quality Monitoring Training (November 19, 2019)
 - Call Center 101 (March 4, 2020)
 - Excel 1.0 (March 17, 2020)
 - Introduction to Basic Analytics (February 10, 2021)
 - Coaching for the Win (February 25, 2021)
 - Coach the Sykes Way (February 25, 2021)
 - Data Analytics 2.0 (May 21, 2021)
 - Leadership Essentials (May 31, 2021)
 - Aspire 2021 Training for Team Leaders (June 20, 2021)
 - Kronos Approver's Training (June 21, 2021)
 - Presentation Skills Workshop: Story by the Numbers (June 28, 2021)
 - HR DMP Workshop (August 9, 2021)

- HR PMP Workshop (August 12, 2021)
- Professional Sports Coaching for Business (June 15, 2023)