

# CHRIS D. VILLARIN

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## PROFESSIONAL SUMMARY

Operations leader with 10+ years of experience managing cross-functional and remote teams. Proven track record in process improvement, SOP development, workflow automation, and data-driven performance management. Skilled at aligning day-to-day operations with strategic business goals across multiple departments. Known for diagnosing inefficiencies, building scalable systems, and delivering measurable results in fast-paced environments.

## CORE COMPETENCIES

Operations Management | Team Leadership & Remote Supervision | Process Improvement & SOP Development | Project Management | Cross-Functional Coordination | KPI Monitoring & Performance Reviews | Data Analysis & Reporting | Client Relationship Management | Workflow Automation | Compliance & Risk Assessment | Employee Onboarding & Training | Vendor Management

## TECHNICAL SKILLS

**CRM:** Salesforce, Monday.com | **Project Management:** Jira (Scrum), Trello, Microsoft Planner, Microsoft Loop | **BI & Reporting:** Power BI, Zoho Analytics | **Databases:** MySQL, PostgreSQL | **Office & Collaboration:** Advanced Excel, Google Workspace, Microsoft Teams | **HR Systems:** Zoho People, Fingercheck | **Automation & AI:** n8n, Make.com, Zapier, ChatGPT, Claude AI

## PROFESSIONAL EXPERIENCE

### Operations Coordinator | Horizons ABA

Aug 2025 - Present

Maryland, United States (Remote)

- Manage daily operational logistics including client scheduling, therapist staffing, and cross-team communication for ABA service delivery.
- Oversee insurance prior authorizations, appeals, and single case agreements across multiple payers including Aetna, CareFirst BCBS, Cigna, TriCare, and Medicaid.
- Maintain and update CRM and practice management platforms, ensuring data accuracy and compliance with documentation standards.
- Lead automation initiatives using Make.com, n8n, and AI tools to reduce manual work and improve operational accuracy.
- Coordinate employee onboarding and offboarding processes, HR documentation, and vendor communications.
- Develop and improve SOPs for internal workflows, contributing to process standardization across departments.

### Senior Operations Manager | Regal Credit Management

Aug 2023 - Jul 2025

Remote

- Led the integration of multiple service departments, aligning operations with strategic business objectives and improving cross-functional workflows.
- Designed and implemented SOPs and cross-functional processes that increased operational efficiency across all teams.
- Established a KPI monitoring framework and led data-driven performance reviews, identifying improvement opportunities across departments.
- Managed remote teams to ensure uninterrupted, high-quality service delivery across client accounts.
- Resolved complex client issues and service escalations, maintaining client satisfaction and trust.

### CyberSweep Manager | Regal Credit Management

Jun 2021 - Aug 2023

Remote

- Supervised a remote team of 10+ analysts focused on PII removal from data broker websites in compliance with CCPA and GDPR.
- Launched process automation tools in collaboration with IT, reducing audit turnaround times by 30%.

- Collected and applied client feedback to improve service offerings, increasing client retention by 20%.
- Led training sessions and enforced SOP adherence to maintain service accuracy and compliance standards.

#### **CyberSweep Audit Team Lead** | Regal Credit Management

Mar 2021 - May 2021

Remote

- Led daily audit operations and ensured removal accuracy across data broker websites.
- Developed onboarding and training programs for new auditors joining the team.
- Conducted performance reviews that led to a 15% reduction in audit errors.

#### **CyberSweep Data Auditor** | Regal Credit Management

Oct 2020 - Feb 2021

New York, United States (Remote)

- Executed data audits across multiple platforms to identify and remove sensitive PII in accordance with internal policies and regulations.
- Generated client reports detailing PII removal progress, ensuring transparency and maintaining client trust.

#### **Internal Audit Supervisor** | Triumph Motorcycle Corporation

Sep 2017 - Oct 2020

Davao, Philippines

- Supervised a team of auditors, ensuring compliance with internal controls and financial reporting standards.
- Reviewed audit findings and delivered actionable recommendations to senior management, improving risk mitigation strategies.
- Conducted risk assessments to identify non-compliance areas, strengthening overall operational integrity.

#### **Marketing Manager** | Triumph Motorcycle Corporation

Apr 2019 - Nov 2019

Davao, Philippines

- Led marketing strategy and campaign execution during a transitional period, supporting brand visibility and customer engagement.

#### **Internal Auditor** | Triumph Motorcycle Corporation

May 2013 - Sep 2017

Davao, Philippines

- Conducted in-depth audits across departments, ensuring adherence to company policies and industry standards.
- Prepared detailed audit reports and presented findings to management, highlighting key areas for improvement.

## EDUCATION

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#### **Master in Business Administration (Units)**

2014 - 2015

University of Southeastern Philippines, Davao City

#### **Bachelor of Science in Accounting Technology**

2009 - 2013

University of Mindanao, Tagum City

## CERTIFICATIONS

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- Career Service Examination, Professional Level (CSE-PPT)
- Lean Six Sigma Yellow Belt Certification
- Lean Six Sigma White Belt Certification
- Data Analytics Core Track Certification
- Cyber Security Certification
- Conducting Internal Audit Work Certification
- Risk Based Audit Certification

## LANGUAGES

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English (Professional Working) | Tagalog (Full Professional) | Visayan (Native)