

Alvin Lopes

Operations Strategy • Systems Design • Customer Operations

Designs the operating systems that help organizations run with clarity.

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Summary

Most recently Head of Customer Operations at a high-growth technology company, building the reporting structures, KPIs, and playbooks that turn ambiguity into clear direction for leadership. Uses AI to accelerate analysis, documentation, and operational design, while preserving the judgment that keeps those systems accurate and trustworthy.

Experience

Head of Customer Operations

Feb 2026 – August 2026

amp | AI-powered connected fitness company

- Led Customer Operations, spanning Customer Experience, Order Operations, executive escalations, and cross-functional programs.
- Owned the operating model for Customer Operations, directing strategy for reporting, KPIs, and governance that gave executive leadership visibility into customer health, order execution, and risk.
- Partnered with Product, Engineering, Logistics, Finance, Field Operations, Sales, and executive leadership to align cross-functional execution with business priorities.
- Oversaw a BPO team of approximately 13 agents and 3 supervisors, plus the internal CX team lead; reviewed call quality and monitored CSAT, NPS, escalations, and operational efficiency through weekly business reviews.

Senior Operations Manager

Feb 2025 – Jan 2026

amp

- Architected the Order Operations governance framework, defining ownership, escalation paths, and accountability across Product, Engineering, Logistics, Sales, Finance, and Field Operations to reduce cross-functional ambiguity.
- Designed the Customer Operations reporting strategy and KPI structure, surfacing dozens of stalled customer orders, prompting executive escalation and operational process redesign across Order Operations.
- Built the training and documentation foundation for the BPO launch, delivering live agent training and establishing 60+ SOPs, training materials, and onboarding resources across Customer Operations.
- Created a white-glove operating model for executive and high-profile accounts, redesigning the post-sale journey around proactive coordination rather than reactive service.
- Built and evolved operational systems spanning Order Operations, logistics, and field coordination that supported amp's growth from pre-revenue to thousands of customer installations.

Customer Experience Manager

Jul 2024 – Jan 2025

amp

- Developed foundational customer experience processes and journey maps that supported the company through its highest-growth phase, identifying risk points and strengthening cross-functional handoffs.
- Led a recovery effort that resolved approximately 900 customer cases across three consecutive weekends.

Senior Customer Success Analyst

Apr 2022 – Jul 2024

Informed K12

- Created onboarding infrastructure and implementation documentation adopted across enterprise SaaS accounts, supporting consistent, repeatable implementations.
- Translated customer feedback into structured product input, partnering with Engineering to inform roadmap decisions.
- Standardized reporting and operational processes to improve consistency and drive continuous improvement across the customer lifecycle.

Enterprise Customer Success Manager

Aug 2018 – Aug 2021

EGYM

- Owned enterprise customer relationships end-to-end: onboarding, adoption, retention, and growth, serving as the cross-functional escalation point for the company's most complex accounts.
- Maintained a 98% annual customer retention rate across a personally managed portfolio of enterprise accounts.
- Expanded Enterprise Customer Success scope into Professional Services, delivering custom solution proposals and quotes while identifying upsell and cross-sell opportunities across enterprise accounts.
- Progressed from Support Representative to Enterprise Customer Success Manager over three years.

Education

Associate of General Studies

Bristol Community College
Business Administration coursework (117 undergraduate credits)

Technology

Salesforce • Tableau • Omni • ChatGPT • Claude • Lovable • Process Automation • Scribe • Jira • Intercom • Google Workspace • Excel • Monday.com • Slack