

KEVIN DUMPIT

Support Operations | Systems Design | AI Strategy

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SUMMARY

Support operations leader with 13 years in enterprise technical support and six in people management. Career defined by designing operational systems that produce measurable gains under real constraints—no CRM customization, no formal budgets, no top-down approval. Stepped into two post-acquisition product support rescues and built the infrastructure that stabilized them. Compressed new hire ramp time by 67%, lifted SLA attainment from 35% to 95%, and replaced quarterly performance verdicts with continuous signals. Now pursuing roles where operations leadership, people development, and AI strategy intersect.

EXPERIENCE

Support Operations Lead

Oracle NetSuite Sep 2025 – Present

Role following organizational restructure. Retained operational leadership scope without direct reports.

- Drive operational decisions, process design, and improvement initiatives for the support team. Review and maintain data infrastructure underpinning quarterly performance scorecards.
- Provide frontline support for NetSuite Next (next-generation platform with agentic functionality) during Preview Testing with select customers—serving as the operational bridge between early adopters and the product team.
- Maintain cross-functional relationships with Account Management, Product, and Engineering. Continue mentoring team members and handling escalations for enterprise accounts.

Product Support Manager

Oracle NetSuite Jan 2020 – Sep 2025

Managed a distributed team of 12 (Frontline Reps, SMEs, Technical Leads) across Toronto and Manila. Portfolio: SuiteCommerce Advanced, InStore, NetSuite Connector, CPQ, Integration Platform.

AI-Forward Systems Design

- Built a three-part enablement system (Case Management D.I.R.) using Confluence and GenAI that restructured onboarding around the case lifecycle. New hire time-to-performance: ~9 months → ~3 months (67% reduction). Adopted across two sites and multiple verticals.
- Engineered a weighted workload distribution system modeled on RPG turn-order mechanics, with a GenAI-produced offline calibration tool. Average Speed of Answer: 20 min → 5 min. Initial Response SLA: 35% → 95%, sustained within ±2 points in subsequent years.
- Built a Weekly Performance Insights system—four CRM data streams, a local AI-assisted review tool, and structured PDF scorecards per rep. Review delivery: 2–3 weeks → same week. IDP cadence: every 6 months → every quarter.

Post-Acquisition Rescue Operations

- NetSuite Connector (FarApp): Stepped into a deteriorating transition after direct reports flagged critical concerns. Led the support response during a mandatory architectural migration. Designed frontline action plans, built enablement decks, ran weekly learning sessions for a team of new hires, migrated 700 Zendesk KB articles, and established weekly cross-functional escalation calls. Handed off once stabilized; remained primary collaborator.
- NetSuite CPQ: Formally delegated based on Connector results. No legacy talent—existing team was leaving. Enterprise accounts at \$3M–\$8M ARR each. Applied the Connector playbook. Stabilized at-risk relationships and prevented \$300K–\$400K implementation debooks.

People Leadership & Performance

- Reduced incoming escalation rate from ~30% to under 5%. Stabilized enterprise accounts representing \$3M–\$8M ARR.
- 100% of direct reports achieved Defect Documentation certification and multiple SME certifications.
- Team exceeded all core KPIs: 100%+ Productivity, 95%+ TTR SLA, 4.85/5 CSAT. Infrastructure contributed to retaining \$8M ARR accounts and surfacing risk signals preventing \$300K–\$400K debooks.

Technical Support Analyst III — Vertical Lead

Oracle NetSuite Jan 2018 – Dec 2019

- Technical authority and escalation lead for SuiteCommerce Advanced. Led proactive Release Management and built technical training programs for new hires and cross-functional teams.

Technical Support Analyst

Oracle NetSuite May 2015 – Dec 2018

- Expert-level SuiteCloud proficiency: SuiteScript, SuiteTalk, Restlets, SSO, ODBC. Expanded into SuiteCommerce Advanced. Authored KBs and escalated defects to Engineering.

Customer Service Representative / SME

Aditya Birla Minacs Apr 2013 – May 2015

- Technical Department SME. Knowledge management, escalation workflows, omnichannel support.

PORTFOLIO & THOUGHT LEADERSHIP

- Case Study Series: Case Management D.I.R., Case Workload Distribution System, Weekly Performance Insights, AI-Forward Case Management Dashboard (capstone design concept)
- Perspectives: “What Ramp-Time Reduction Actually Requires” | “Why Most Support Orgs Treat AI as a Feature Instead of an Architecture Decision”

TOOLS & TECHNOLOGIES

AI/GenAI: Prompt engineering, RAG pipeline design, agentic architecture, GenAI-assisted tool building, scoring model development

Operations: NetSuite CRM (Saved Searches, data modeling), Confluence, Slack, SharePoint, Excel (advanced)

Technical: SuiteCloud (SuiteScript, SuiteTalk, Restlets, SSO, ODBC), SuiteCommerce Advanced, e-commerce architecture

CERTIFICATION

- AI Fluency: Framework & Foundations

EDUCATION

Diploma, Computer Programmer

Sheridan College 2008 – 2009

Bachelor of Arts, Literature

University of Santo Tomas 2005 – 2007