

References

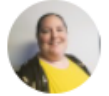


Alicia Bennett

CCA

April 16, 2020, Alicia managed Marc directly

Marc is a very dependable and dedicated team member. He's a great asset to any company as he goes above and beyond. He excels at speaking in groups and explaining the logic behind things. Marc catches on very quickly to any tasks given. I would love to have Marc as part of my team!



Christine Combs

Administrative Assistant and Verification Officer at Creative Consults LLC

April 16, 2020, Marc was senior to Christine but didn't manage directly

I was fortunate to work with Marc at Prescription Hope. Marc was an incredibly dedicated worker who used his analytical abilities to streamline processes. In our time working together, Marc was eager to learn more about the assistance programs and he always strove to find better ways to help the patients. In addition, he has extensive knowledge about call center programs and is a natural leader. Marc goes above and beyond on a daily basis and is an asset to any company. [See less](#)



Joseph Hall

Director Customer Service at Candid

October 31, 2018, Joseph was senior to Marc but didn't manage directly

Marc is a leader who is committed to aligning his team to the vision, providing them the tools and resources for them to accomplish their goals, and drives consistent accountability to ensure all deliverables and timelines are met. Marc is willing to take risks and challenge the status quo. He is considered a mentor by his direct employees. He partners with his team to understand what is required to get the job done and develops their skills to ensure they can execute daily. He helps them understand they are stronger as a team than as an individual. He holds his team accountable to support each other and delegates responsibility to help them grow and build the team. What sets Marc apart in this area is his commitment to providing developmental opportunities to his team. He advocates for them and ensures that he delivers on his promise. [See less](#)



Kris Vordem Esche
Manager, Integrated Office Network

October 23, 2018, Kris managed Marc directly

Marc and I have worked together at Verizon for a number of years in various different roles. This year, I have had the privilege of being Marc's leader in Operations. His analytical skills and eagerness to improve processes are fundamental. I appreciate Marc's willingness to challenge the norm and seek out new ways in key performance indicators such as retention, cost and efficiency. In addition to his strengths as a leader in team building, he's also proven to be a reliable teammate. During his time as a people leader, Marc has demonstrated a passion for customer retention and understands that a great experience is key for all! I am confident Marc will make an impact on any organization or team he joins! [See less](#)



Keri Newell
Senior Manager - Customer Service at Verizon Wireless

November 13, 2018, Keri managed Marc directly

Marc and I have worked together in a variety of roles and departments at Verizon over the last 12 years. Marc does a great job building relationships and creating his own team culture. He is an employee advocate and partners with his team members for developmental and promotion opportunities. Marc is extremely detail oriented and thorough, which has driven strong customer experience results through his coaching and teaching. Analyzing and deciphering data comes effortlessly to Marc, as well as, creating tracking tools through Excel for monitoring team performance or tracking results. Marc would be an asset to any company in either a Leadership or Project Management/Operations role. [See less](#)



Tony Moore
Senior Manager at Verizon Wireless

November 8, 2018, Tony was senior to Marc but didn't manage directly

I would like to express my endorsement of Marc Picione. I have had the pleasure of working with Marc on a project team here in our call center for the past 3 years. Marc has been instrumental in the development of our project to honor an employee who we lost a few years ago. He was the project lead in 2017 and led the team with respect, great leadership and project management skills. Marc is very thorough in his approach and critically thinks through each detail of the projects he leads. The project was a success under Marc's leadership. He also has demonstrated strong skills in partnering and supporting others who have been a part of the project and provides great suggestions and ideas to his project team members. I feel that Marc has strong project management skills and would be a valuable team member in driving company initiatives. [See less](#)

**Natalie Kahl**

Delight Center Supervisor at
Stella & Dot Family of Brands

November 4, 2018, Marc worked
with Natalie in the same group

I reported to Marc for a special project focused on minimizing the loss of customers. Later on in my career Marc became a peer. He always treated me with respect and made time to speak with me whenever I needed assistance. When you are looking for straight forward feedback, Marc will provide it. He cares about doing the best he possibly can in his role and is able to think outside the box to get things done. I would recommend Marc for any leadership or project management role. [See less](#)

**Mohammed M.**

Bilingual Customer Support
Specialist chez FacilitySource

October 31, 2018, Mohammed
reported directly to Marc

I reported to Marc for 6 months and I can definitely say that It was a great pleasure working with him. Under his supervision, I learned many things that shaped my leadership skills, sense of initiative and being a team player. He encouraged each of us to speak up, voice opinions and participate freely in team meetings. He also would challenge us to explore our potential and made us believe that our performance can be limitless. [See less](#)

**Kyle Bohm**

Chat Tech Expert at Verizon
Wireless

November 3, 2018, Kyle reported
directly to Marc

Marc was my supervisor for three years as a Chat Technical Support representative. From the beginning I felt that Marc was a great leader, mentor, and friend. He is great at relating to and communicating with many different kinds of people and does what I see a lot of people in leadership forget to do, listen. He is always willing to listen and adapt his coaching style to what will be the most effective for each person. He taught me many things not only about the role I was in, but how to be a leader, coach people, present to groups of varying levels in the company, and how to all around communicate better (including how to listen and absorb information better). I wouldn't hesitate to choose him as my leader of I was given the choice again. [See less](#)

Employee Feedback

“Marc is open to ideas, a champion of change, and capable of seeing the positive where many cannot”

“Marc does a fantastic job in his role. He gives the team direction on a daily basis with an informed action plan for the day. He is extremely responsive to any personal concerns and addresses them professionally and timely. He tells us the why behind things and gives great information about changes in the industry. He is great at giving us clear goals to aim for and is actively supportive in reaching those goals.”

“Marc goes above what most supervisors are expected to do. He challenges us to push to be better than we were the day before. I love his organization. I never doubt his intentions. If I had to pick someone I admire and want to look towards modeling my career after, he is one of the people I would choose. I will always choose his schedule! He understands me and gets me.”

"To be blunt, Marc is one of the best leaders I've had throughout my career at Verizon. While following quality standards, he challenges his team to meet a higher standard, set by him, and will test you and coach you to his standard to help make you an exceptional employee. His focus on employee development is high on his list, we've had discussions about schooling, even, which was pretty rad. He leads by example, which is important in my opinion. Some members in leadership will take feedback about a policy change, and give you a cookie cutter answer, or sugar coat some corporate garbage just to try and get your buy in on something, and Marc LITERALLY goes out of his way to understand where the rep is coming from, and even offers to raise up the issue further to his leadership, if there's a legitimate issue. That's huge. I trust Marc. He gets stuff done that he says he'll get done."

"Most of my positive experiences with Verizon came from being on Marc's team. I grew more as an employee, both in my current role and my leadership abilities than I ever did on any other team. This includes previous jobs as well. I will never forget working on the Churn Champion project with Marc where he taught me how to coach, lead, present, and develop other and myself."

"I have witnessed Marc go above and beyond to bat for his employees. There are very few managers who care so much about the people who work for them to go as far as he does, and that's something truly extraordinary."

"Marc does his best trying to see things from your perspective and I appreciate the way he always has an answer/reason behind what he does/says. Having someone that challenged me to constantly improve and never settle not only in job performance, but life goals as well. What stands out to me most is Marc's ability to demand accountability and ownership of what you do as an individual and not point the finger and any other outside factor. Knowing someone has your back and will voice his opinion in the face of opposition is something I don't think many people truly understand how important that is."

"It's easy to concede and say that things are out of your control, but working with Marc made me change my perspective and look at what I can do better to improve. Definitely the best supervisor I have worked with!"