






# MARC PICIONE

## Customer Service Manager

### CONTACT

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 [github.com/mpicione/picione-portfolio](https://github.com/mpicione/picione-portfolio)

### TRAINING

#### THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

Franklin Covey

#### THE 5 CHOICES TO EXTRAORDINARY PRODUCTIVITY

Franklin Covey

#### LEADING AT THE SPEED OF TRUST

Franklin Covey

#### PRESENTATION ADVANTAGE

Franklin Covey

#### ACHIEVE LEARNING SYSTEM

Achieve Institute

### EDUCATION

#### BACHELOR'S OF BUSINESS ADMINISTRATION AND MANAGEMENT

4.0 GPA; Summa Cum Laude  
Strayer University  
December 2020

#### NANODEGREE IN BUSINESS ANALYTICS

Udacity  
April 2021

### HONORS

#### STRAYER PRESIDENT'S LIST

### VOLUNTEER EXPERIENCE

#### BOARD OF DIRECTORS

Village at Jefferson Run West  
April 2018 – Present

#### VOLUNTEER EVENT ORGANIZER

Ronald McDonald House Charities

Motivated manager with 20 years of experience and proven systems in place to deliver elite service in call center and online chat environments. Excels at coaching individuals to be leaders, building successful teams, and cultivating high performing cultures where employees meet KPI's, feel valued, and support each other. Committed to aligning teams to the company vision, consistently meeting tight deadlines, and exceeding performance expectations.

### CORE PROFICIENCIES

Change Management	Leadership Development	Quality Assurance
Coaching	Microsoft Office	Statistical Analysis (Excel)
Critical Thinking	Performance Management	Strategic Decision Making
Customer Experience	Problem Solving	Team Building & Teamwork
Google Suite	Process Improvement	Time Management
Interviewing & Hiring	Project Management	Training

### PROFESSIONAL EXPERIENCE

#### OHIO DEPARTMENT OF HEALTH

##### COVID-19 Call Center Supervisor (January 2021 – Current)

- Managed team of 20 representatives to provide accurate, vital information to callers through real time monitoring and feedback; created new metrics and authored performance standards to improve overall call center efficiency

#### PRESCRIPTION HOPE

##### Patient Advocacy Supervisor (June 2019 – April 2020)

- Supervised and coordinated all processes and activities in the Call Center, ensured organizational guidelines were followed, and trained and motivated a team of 15 to provide efficient, accurate, memorable experiences
- Selected to travel to Florida to revive struggling operation by training a new team of patient advocates in new location, improved calls taken and handle time by 20%
- Established, implemented, and maintained new reporting and performance standards
- Analyzed call history utilizing Erlang C. Formula to determine headcount for service level demands, revamped schedules to maximize representative availability
- Improved call center efficiency through the administration of Fidelity VoIP solutions

#### VERIZON WIRELESS

##### Senior Analyst Customer Service Operations (June 2018 – November 2019)

- Supported the leadership team with reporting, data analysis, and identifying and implementing process improvements to reduce operating deficiencies
- Contributed to multiple projects in support of the center including daily reporting, operation reviews, scheduling, and training
- Performed aggregation and normalization of reporting to create new reports in Excel that drove a 3.3% improvement in Chat schedule conformance saving \$880k
- Doubled revenue generation of Chat department through data analysis, resulting in making recommendations for best practices and coaching
- Successfully relocated 600 employees from the Hilliard Call Center to Home Based Agent positions

##### Supervisor Customer Service; Chat Technical Support (December 2006 – May 2018)

- Supervised and provided real time support for team of 13 representatives handling inbound customer service calls or technical support chats
- Managed FMLA, ADA, workplace arrangements, attendance policy, and corrective action with emphasis placed on employee retention and development
- Partnered with each employee assessing performance, setting custom objectives, coaching for improvement, and monitoring progress
- Developed and implemented planning sessions, performance showcases, and community service projects to build a strong, high performing culture; these best practices were adopted by other leaders in the business
- Created center-wide contest for 600 employees resulting in improved coaching skill of supervisors, and drove a 1.1% improvement to customer churn rate for the call center
- Hand-picked to participate in regional reporting summit; created a proposal to improve reporting which was implemented for all call centers nationwide