






MARC PICIONE

Customer Service Manager

CONTACT

 Columbus, OH
 614.403.6963
 marc.picione@gmail.com
 linkedin.com/in/mpicione
 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

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

REFERENCES

Patrick Grove

Owner, Pat Grove Agency
614.537.3802

Kyle Bohm

Coordinator, Verizon Wireless
567-674-6592

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

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

Noted Accomplishments:

- 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

Noted Accomplishments:

- 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

Noted Accomplishments:

- 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

Other Roles at Verizon Wireless (October 2003 – November 2006)

- New Hire Trainer, Quality Assurance Analyst, Continuity Marketing Operations Coordinator, Customer Service Representative