



MARK BRIAN CIPRIANO

OPERATIONS MANAGER

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Tools

- Salesforce
- Google Workspace
- Microsoft Excel
- Microsoft Word
- MS Teams
- Outlook
- Calendly
- Slack
- Discord
- Webex
- Zoom

Skills

- Leadership & Team Management
- Delegation & Empowerment
- Conflict Resolution
- Performance Management
- Clear & Concise Communication
- Interpersonal Skills
- Analytical & Critical Thinking
- Data Management
- Decision-Making
- Project Management
- Understanding of industry-specific technologies
- Detail-Oriented
- Results-Oriented
- Integrity & Ethical Conduct

About Me

A highly motivated and results-oriented leader with a proven track record of success in team and operations management. Expertise lies in fostering collaborative environments, optimizing workflows, and driving continuous improvement to exceed key performance indicators. Possesses strong analytical, communication, and problem-solving skills, enabling effective leadership, efficient resource allocation, and the achievement of operational excellence.

Experience

Operations/Account Manager Oct 2022 – Present **Sutherland Global Services**

Managed key client accounts, built and maintained strong client relationships, and exceeded client expectations by ensuring high levels of customer satisfaction and service delivery. Responsibilities included account planning, performance reporting, workforce management, quality assurance, process improvement, and performance monitoring, and identifying opportunities for business growth and expansion.

Team Manager Sep 2019 – Oct 2022 **Sutherland Global Services**

Led and motivated a high-performing team of customer service representatives, exceeding key performance indicators while maintaining high levels of customer satisfaction. Responsibilities included team coaching, performance management, scheduling, and ensuring adherence to quality standards and service level agreements.

Trainer Mar 2019 – Sep 2019 **Sutherland Global Services**

Developed and delivered engaging training programs to new and existing agents, focusing on product knowledge, customer service skills, and call center procedures. Successfully improved agent performance, reduced call handling times, and enhanced customer satisfaction through effective training methodologies and ongoing support.

Subject Matter Expert Mar 2019- Sep 2019 **Sutherland Global Services**

Served as a Subject Matter Expert (SME) within AT&T, providing in-depth product/service knowledge, coaching agents, and ensuring quality service delivery. Contributed to improved agent performance and customer satisfaction through knowledge sharing, process improvement, and adherence to quality standards.

Customer Service/Technical Support Dec 2014 – Feb 2019 **Sutherland Global Services**

Provided technical and billing support for AT&T. My responsibilities include providing exceptional customer support through various channels, including phone, email, and chat. I effectively addressed customer inquiries, resolved issues, and ensured customer satisfaction by providing accurate and timely information, building rapport, and exceeding customer expectations.