Anthony Cedone

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Operations and service delivery leader with 20+ years of progressive experience across customer support, contact centers, and technical service organizations. Experienced in co-leading operations of approximately 300 employees, directly managing supervisors, overseeing a 250+ seat workforce and $10M+ budget, and delivering an 18% reduction in operating costs and $500K+ in annual vendor savings. Brings both strategic leadership and hands-on execution in workforce management, omnichannel service, performance analytics, technology modernization, and team development.

CORE COMPETENCIES

- Contact Center & Omnichannel Operations :: Help Desk :: Workforce Management & Forecasting :: Customer Experience & CSAT :: Service Delivery & SLA Management :: Supervisor Development & Coaching :: Operational Analytics & KPI Reporting :: Budget & Vendor Management :: Process Improvement & Automation :: Change Management :: Salesforce, Genesys, Five9 & Avaya

EXPERIENCE

Operations Manager, Service and Technical Support Aug 2024 - Dec 2026
Stride K12 Educational Company

- Co-lead multichannel customer service and technical support operations encompassing approximately 350+ employees in a shared management structure; directly lead five supervisors.
- Directed service delivery across 7 channels, including phone, chat, zoom, web, SMS, social media, and virtual chat agents, balancing staffing needs with service quality and customer experience.
- Develop data-driven coaching and enablement programs focused on customer satisfaction, first-contact resolution, and agent performance.
- Analyze contact drivers and service trends to identify opportunities to reduce repeat contacts and improve operational performance.
- Present twice-monthly executive business reviews that connect performance data to insights, actions, and outcomes using the DIAO framework.
- Introduced agent performance ranking and analytics to support accountability, recognition, and continuous improvement; advanced QA evaluation using speech prosody scoring.

Director of Operations, Technology & Workforce Management Apr 2019 - Aug 2024
Jefferson Health Plans / Health Partners Plans

- Led operations for a 250+ seat workforce serving more than 500,000 members, with responsibility for a budget exceeding $10 million.
- Reduced operating costs by 18% through strategic staffing, automation, and process redesign.
- Negotiated and managed 65 service-level agreements, generating more than $500,000 in annual vendor savings.
- Reduced manual work by 20% through automation and improved workforce processes.
- Led implementation of Salesforce Health Cloud and Genesys Cloud to modernize service operations and customer engagement.
- Developed AI-enabled reporting and workforce analytics to inform planning, performance management, and operational decisions.
- Designed call flows, agent scripts, and knowledge resources to strengthen service consistency and accuracy.

Manager, Help Desk Call Center Dec 2012 - Apr 2019
Health Partners Plans

- Managed Level 1 and Level 2 support, PC support, and desktop engineering functions in a healthcare IT environment.
- Improved service desk performance through real-time KPI dashboards, quality assurance practices, and service migrations involving Salesforce, ServiceNow, voice, and messaging platforms.
- Led migration of 2,000+ users to a cloud voice platform and VMware desktop environment, completing the project two weeks early and earning CIO recognition.
- Supported enterprise single sign-on implementation and co-chaired IT change management.

Supervisor, Help Desk, Customer Support Center Sep 2009 - Dec 2012
Independence Blue Cross

- Improved first-level resolution by 40% through training and redesign of knowledge-base self-service resources.
- Consolidated departments into a centralized service function, improving customer response time by six hours.
- Introduced quality monitoring to strengthen service consistency and reduce technical escalations.

PC Staff Service Delivery / SharePoint Designer Sep 2004 - Sep 2009
Independence Blue Cross

- Designed SharePoint workflows, forms, and ticket-routing improvements to streamline service requests and equipment fulfillment.
- Coordinated device deployments, hardware/software lifecycle support, and SLA-driven ticket resolution.

EDUCATION

Master of Science, Organizational Leadership -Peirce College

Bachelor of Science, Technology Management – Peirce College

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Six Sigma White Belt :: CompTIA A+ :: ITIL (Pink Elephant) :: HDI Help Desk / Call Center :: Project Management (Villanova University) :: Google Cloud Generative AI Badge :: AI & Machine Learning (MIT) :: Amazon Connect: Implementing Chat :: Leading Edge Leader (Dillon Marcus)