



OBJECTIVE

Seasoned management professional with over 15 years of experience in optimizing operations, improving processes, and leading teams to success. Certified in Excel and proficient with MS Office, CRM software, and task management solutions, including Monday.com and Salesforce. Seeking to leverage a strong background in strategic planning, cost management, and process enhancement to drive operational excellence in a dynamic organization.


SKILLS


- Critical Thinking
- Excel
- Salesforce
- Market Analysis
- Data Analysis Solution Design
- Analytical Tool Implementation
- Custom Reporting
- Business Intelligence Analysis KPI Monitoring
- Data and Analytics
- Competitive Market Analysis
- Administration and Management
- Pattern Recognition
- Business Intelligence Roadmap Design
- Department Development
- MS Office
- Data Analysis
- Project Management
- Business Principles
- Management Principles
- Financial Statements
- Accounting Principles
- Profit & Loss Statement
- Cash Flow Statement
- Budgeting
- CRM Management
- Generating KPIs
- Performance Metrics


LANGUAGES


- English | Advanced
- Greek | Native

CONTACT INFORMATION

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MARCOS KYRIAKIDES

EXPERIENCE

OPERATIONS MANAGER JUL 2023 - PRESENT
NAUTICAL VENTURES. FORT LAUDERDALE, FL.

- Planned, budgeted, and organized large-scale events, including boat shows and dealership open houses, ensuring seamless execution and maximum exposure.
- Managed day-to-day operations across multiple locations, overseeing staff, inventory, and customer service to maintain operational efficiency and high service standards.
- Improved processes for cost-effectiveness, implementing strategies that reduced operational expenses while maintaining quality and service levels.
- Enhanced task management across the company by recommending, training, and implementing the task management solution Monday.com, leading to improved coordination and productivity.
- Handled all necessary permits and regulatory requirements for all dealership locations, ensuring compliance and smooth operations.
- Coordinated with various departments to streamline processes, reduce costs, and align operational goals with business objectives.
- Collaborated closely with key stakeholders, including vendors and corporate partners, to ensure alignment with business goals.

BUSINESS INTELLIGENCE ANALYST / CO-FOUNDER 2020 - PRESENT
PIVOTPLAN CONSULTING

- Played a key role in developing and implementing governance frameworks, data-driven strategies, and business intelligence solutions for diverse clients across multiple industries.
- Successfully contributed to projects such as optimizing a family-owned retail chain's governance, enhancing operational efficiency for a restaurant chain, and improving special needs education outcomes in Moldova.
- Drove significant improvements, including a 20% revenue increase, a 15% reduction in operational costs, and a 20% enhancement in educational outcomes.

DIRECTOR OF OPERATIONS / FOUNDER 2012 - 2020
STEPAGOR LTD. NICOSIA, CYPRUS.

- As the owner of the company, I led a team of 60 employees and I was responsible for every business function including but not limited to:
- Planned and monitored the day-to-day running of the business to facilitate smooth progress.
 - Recruited, trained, and evaluated employees.
 - Demonstrated and supported continuous improvement and growth mindset.
 - Collaborated with team members on projects, delegated tasks as necessary, and managed expectations accordingly.
 - Analyzed current operational processes and performance, recommending improvement solutions.
 - Spearheaded multiple projects from concept through completion while successfully managing budgets and timelines on each project.

SALES AND MARKETING MANAGER 2008 - 2012
MERCEDES-BENZ. NICOSIA, CYPRUS.

- Developed and implemented effective sales strategies to increase market share.
- Managed sales team to consistently achieve growth and hit sales targets.
- Generated monthly reports to monitor product performance, sales, and market trends.
- Developed sales team through motivation, counseling, and product knowledge education.
- Met marketing and sales financial objectives by forecasting requirements and preparing annual budgets.
- Analyzed competitors' activities to gain an advantage in the marketplace.
- Represented the company at trade association meetings to promote products.
- Established relationships with key industry contacts to generate leads and close deals.
- Managed complex negotiations between customers and suppliers for favorable terms.
- Monitored costs, competition, and supply and demand to establish and adjust selling prices.
- Analyzed trends and results to determine annual unit and gross-profit plans.

LANCE CORPORAL 1999 - 2002
GREEK CYPRIOT NATIONAL GUARD

- Developed and implemented effective training plans for recruits to ensure a successful transition into military service.
- Trained, coached, and mentored military units to improve readiness and training.
- Employed advanced knowledge of weapons systems to deliver accurate fire support for troops in combat scenarios.
- Implemented and enforced standard operation procedures and operations orders.
- Empowered staff to use initiative in day-to-day operations of sections.

EDUCATION

BA IN BUSINESS ADMINISTRATION 2004 - 2008
FLORIDA ATLANTIC UNIVERSITY

CERTIFICATES

Business Analytics with Excel
The Johns Hopkins University
Issued Sep 2023
Credential ID HK6HHYRNE2LU

Predict Sales and Forecast Trends
Coursera
Issued Jan 2023
Credential ID AL34CZ7FDH66

Data-driven Decision Making
PwC
Issued Sep 2023
Credential ID G6FY9YBEHX6V

Solving Problems with Creative and Critical Thinking
IBM
Issued Sep 2023
Credential ID VP94F2QE4P2S

Predict Sales and Forecast Trends
Coursera
Issued Jan 2023
Credential ID AL34CZ7FDH66

Salesforce Administrator
Coursera
Expected: December 2024
Credential ID:

Reports, Dashboards, and Customer Success in Salesforce
Salesforce
Expected: September 2024
Credential ID: