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***Darlene has been developing innovative strategies to drive customer satisfaction for over 20 years***

## Darlene Mancuso

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*Customer Support Manager*

Darlene Mancuso is a proven customer support leader that values spending time with her family and two dogs. She has a track record of 20+ years at IPC Global Solutions developing innovative strategies to drive customer satisfaction.

Darlene works with customers, internal operations, sales, and customer care teams to deliver quality products and exceptional service. She has leveraged her extensive training in lean operations including Kaizen, 6S, Value Stream Mapping, and DMAIC to promote continuous process improvements throughout her team and the company. In addition to continuous improvement initiatives, Darlene attributes the company's success to hard work, exceeding customer expectations, training, and employee empowerment.

*Darlene studied Accounting at Bridgewater State University and has extensive professional training in fostering innovation, professional development, communication, employee management, project management and customer service. Darlene and her husband, David, live in Lakeville, Massachusetts and spend their leisure time camping, traveling and supporting New England sports teams.*

