

Sabrina Centauro

Operations Leader | Transformation & Optimisation | Cross-Functional Collaboration

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Operations Leader with 17 years' experience driving global transformation and scalable growth across tech-enabled operations and service delivery. Known for inspiring cross-functional teams of 50+ through a 'yes or yes' mindset to achieve operational goals. Committed to championing cultural integrity to earn stakeholder trust, and building scalable processes that enable organisational agility and sustainable business success. English (Native) and Spanish (B1).

Skills

Strategic Planning, Execution & Reporting | Financial Governance | Process Design | KPI Implementation | Workflow Optimisation & Automation | OKR Alignment | Change Management | Performance Management | P&L Accountability | Forecasting | Resource Scenario Modelling & Shift Design | Cross-Functional Leadership | Stakeholder Engagement | Team Leadership & Development | Onboarding Design | Genesys Cloud, Talkdesk, Zendesk, Salesforce | Peopleware, Calabrio | PowerBi, Tableau | Notion, Microsoft Office, Google Workspace

Achievements

- **Transformation:** Led cross-functional transformation initiatives, that optimised workflows, leveraged automations and enabled data-driven decisions, cutting resource wastage by 30%, reducing manual workload by 77% and enhancing employee experience by 83%.
- **Strategy:** Directed client onboarding and operational strategy with Exec-level stakeholders, that accelerated service go-live from 12 to 4 weeks, whilst surpassing KPI targets and service levels, achieving 94% client audit satisfaction.
- **Commercial:** Designed bespoke commercial models, and owned €1.2m+ P&L's on global accounts that delivered 5-10% above gross profit targets across 50+ employee teams.
- **Leadership:** Championed cross-functional collaboration and a people-centric culture, mentoring teams of 5-150 employees, boosting engagement by 15% and scaling workforce capacity by 300%.

Experience

CPM International | Global BPO | Contact Center

Barcelona, Spain

Real-Time Operations Manager

Apr 2024 - May 2025

- Developed KPI frameworks and reporting suites, improving capacity planning and performance management for 1,000+ employees, cutting resource wastage by 30%.
- Engineered custom automation tools, reducing manual workflows by 77% through user-led optimisation and data-driven issue prevention, increasing operational capacity and enabling 2-hour service level delivery.
- Led upskilling and role restructuring programs, boosting engagement by 15% and retaining 100% of staff over 12 months.

Workforce Operations Manager

Nov 2023 - Mar 2024

- Transformed cross-functional processes across global sites for 1,000+ employees, improving employee experience by 83% and reducing process life-cycles from 10 months to 1 week.

Senior Operations Manager

Dec 2017 - Oct 2023

- Designed a global client onboarding, transformation and success framework across People, Finance, Tech, Ops, Legal & Leadership teams, enabling seamless migration and stakeholder cohesion, accelerating go-live dates from 12 weeks to 1 month.
- Developed bespoke commercial and staffing models that flexed workforce capacity across multiple projects by 300% to meet dynamic market, client and seasonal demands without incurring additional costs.
- Owned €1.2m+ P&L on tech-enabled CX and Sales operations of 50+ agents, exceeding gross profit targets by 5-10% and surpassing KPIs and service levels.

- Led strategic business reviews and OKR alignment with Exec-level stakeholders and client partners, securing 94% client audit satisfaction.
- Negotiated complex contracts and SOWs, contributing to RFP pitches that supported business expansion and long-term client retention.

Zara | Inditex

London, UK

Fashion Retail Store Manager

Mar 2008 - Apr 2017

- Directed a team of 10 managers and 150+ employees across all commercial, operational and personnel activity, delivering £5m+ in annual revenue.

Projects

Habili Club

Barcelona, Spain

Co-Founder | COO | Community Manager

Aug 2024 - Present

- Launched a community initiative, onboarding 100+ members and facilitating 45+ in-person events within 12 months.
- Own full operational and engagement strategy, increasing workflow automation by 50% since go-live.
- Integrate a fund-raising registration model driving 233% increase in monthly donors.

Awards

- Finalist – ECCSA Best Customer Service Team 2023
- Finalist – ECCSA Best Outsourced Partnership 2021
- Finalist – UKCX (CXA) CX Professional of the Year 2019

Education

- Project Management Certification – Google via Coursera: Jun 2025 - Jul 2025
- People Analytics Certification – University of Pennsylvania via Coursera: Jul 2025 - Aug 2025