

CLARE YOUNG

GENERAL MANAGER

STRATEGIC PLANNING ♦ OPERATIONS LEADERSHIP ♦ PERFORMANCE IMPROVEMENT

“Recognized go-to person for flawless execution of strategic corporate initiatives”

WELL-REGARDED BUSINESS MANAGER with a proven record of accomplishment in leading key revenue-driving projects and programs in marketing, sales, customer care, and call center organizations. Respected team leader. A valued business partner with collaborative approach who is effective at engaging people across organizational functions and working through teams to achieve shared goals. Highly customer-focused. Able to pinpoint business needs and deliver innovative solutions. Persuasive and influential with strong presentation skills. Known for ability to step in and get results. Single-minded in achieving goals.

Core Expertise:

- ♦ Strategic Planning
 - ♦ Operations Management
 - ♦ Budget Management
 - ♦ Process & Performance Optimization
 - ♦ Executive Negotiations & Presentations
 - ♦ Problem-Solving/Decision-Making
 - ♦ Team-Building/Leadership
 - ♦ Program/Project Leadership
 - ♦ Facilities Management
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CAREER HIGHLIGHTS

BLUE SKY COMMUNICATIONS, New York, NY

1997 to present

Senior Manager, National Sales Operations (2001 to present)

Provide high-level support for product marketing activities in all national markets. Plan and execute rollout of new products and promotions through distribution channels. Partner with cross-functional groups to develop and deliver processes, procedures, and tools to ensure business goals are met.

- Hand-picked by management to plan and execute projects and programs identified as key revenue drivers, won Team Circle of Excellence Award in 2003 and earned Quality Achiever Award finalist status in recognition of outstanding performance and substantial contributions to bottom-line profitability.
 - Flawlessly launched new pay-as-you-go technology. Established systems, policies, and procedures for customer care organization and sales channels to ensure successful rollout. One of four major company initiatives, product delivered \$570,000 in revenue, exceeding forecasts by 20%.
 - Implemented roll-out plans for key company initiative based on entirely new platform, positioning company to enter and successfully compete in new market. Developed robust training program designed to build understanding, excitement, and the desire to sell among sales partners.
 - Rolled out new compensation plan based on complex model that better met channel needs. Planned and managed all phases of launch from concept to impact. Developed and delivered new processes, staffing support plans, and collateral materials, including the development of mitigation plans.
 - Stepped in to take over failing effort to develop new B2B extranet website at request of senior management. Implemented aggressive plan to successfully launch website in compressed time frame. Website reduced sales transaction processing time by 50% and was adopted as best practice across company.
 - Manage product line content in corporate website, providing compelling, up-to-date information for channel distributors and effectively delivering tools to help partners sustain and grow business.
 - Developed creative recruitment strategy based on maintaining ready pipeline of suitable candidates. With strategy in place, exceeded recruitment goals for 30, 60, and 90-day placements by 30%.
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BLUE SKY COMMUNICATIONS, New York, NY

Continued

Manager, Sales Operations (1997 to 2001)

Led sales operations in third-largest US market while directing four-member team responsible for training, operational efficiency improvement, and compensation and recognition programs. Managed departmental IT, recognition, and facility budgets.

- Aggressively recruited to position based on reputation for cross-functional leadership and ability to get the job done, made key contributions, succeeding in driving operations where others failed previously.
- Among successes, helped reduce cost of acquiring accounts by 35% while posting record-breaking revenue gains. Won seven Quality Achievement Awards during tenure. Named as Service Legend finalist in 1999.
- Successfully rolled out products and programs that consistently exceeded targets, helping unit achieve banner years that saw substantial, record-breaking subscriber growth and revenue generation.
- Implemented multi-pronged sales career management program that built employee satisfaction and improved employee retention rates by 11%.
- Spearheaded initiatives that were effective in reducing manual processes and improving overall departmental efficiency.

PROVIDENCE BANK, New York, NY

1994 to 1997

Product Manager (1995 to 1997)

Created and launched new products for sixth largest bankcard provider and recognized pioneer in secured credit card market. Earned quick promotion to product manager position after one year as call center manager.

- Conceived and successfully launched company's first fee-based products, achieving unheard of 78% sign-up rate in initial offerings.
- Initiated list management process for program that delivered 5% incremental lift in response rate. Based on its success, list management method was adopted across products.
- Established audit and control procedures for programs that ensured 100% compliance with internal and external regulatory guidelines.

Senior Manager, Call Center Operations (1994 to 1995)

Recruited to manage day-to-day operations and development needs of several call centers throughout the US, effectively managed department that enjoyed ten-fold growth during tenure.

- Benchmarked and implemented strategies that were highly-successful in building sales. At the same time, managed exponential departmental growth to effectively support new business.
- Created and implemented comprehensive training program for fee-based products that increased sales productivity by 50%. Led teams to achieve all quality and productivity goals while maintaining first quartile performance rankings among all units

Additional Experience

Sales and Operations Manager, New World Trading Company, New York, NY

Marketing Manager, East Coast Financial Investments, Inc., New York, NY

EDUCATION

Bachelor of Arts Degree, University of Pennsylvania, 1986

Graduated *cum laude*.