

Al Young

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SUMMARY:

With over 20 years experience, have managing and started up 7 different call centers, the ability to "hit the ground running" and resolve the most pressing issues with outstanding problem-solving abilities. Recruited, interviewed, hired, trained and managed up to 850+ staff. Possess excellent written, verbal communication skills and strong analytical skills.

HIGHLIGHTS:

- Inbound / Outbound sales Call Center experience with CRM systems in a business-to-business and business-to-consumer call center environment.
- Manage, track and monitor all Call Center goals and preparing reports to improve the management and oversight of call center and monitor the outcomes of daily calls; perform forecasting and analysis of call trends.
- Implemented sales goals and seek new accounts while monitoring team and individual performance against sales goals. Motivate the team, recruit, interview, hire and train perspective employees.
- Managed the customer relationships by providing service and support and ensured 100% total customer satisfaction. Improved results and enforced productivity standards including writing of operations, scripts, procedures and sales training manuals.
- Experience with change management and training. This included training curriculums, overseeing, or conducting change management and training activities within a call center environment. Have overseen activities related to combining of different call center staffs.
- Determined if the existing training and communications activities relating to the consolidation of call centers were sufficient for the programs to succeed. Developed methodology to insure agent buy in on all phases of consolidation for successful completion and minimum agent attrition.

EXPERIENCE:

2000 –Present AG Young & Associates, Inc.

2007 – Present @ Hotels.Com

Director of Sales - Contract Position

- Converted 5 call centers (850 agents) from inbound order taking to consultive sales environment. Centers are located in Allen & Arlington, TX, Springfield, MO, San Salvador, El Salvador and Manila, Philippines
- Managed 3rd party call center vendors
- Project Manager for new web sales order entry system implementation
- Participated in the team to implement Interactive Call Routing system
- Traveled to off shore call centers and managed providers.

2007 – 2007 @ BT (British Telecom)

Project Manager - Contract Position

- Managing a large scale implementation of MCC (Multimedia Call Center) hosted software product for Case New Holland, a North American farm and heavy equipment manufacture.
- PM includes managing schedules and resources, documenting and managing implementation of software and coordination with 45 different call centers.
- Consolidated different call center staffs into one call center. Determined if the training and communications activities associated with the consolidation were sufficient for the program to be successful.
- Organize client and team meeting, traveling to each site for cutover, training end users and writing training documents.
- Liaison with BT voice transition team.
- Wrote and delivered all agent, supervisor and manager training for transition of 42 interdependent call centers across North America.
- Managed change control for project.

2006 – 2007 @ Asset Marketing Services

Director of Inbound Sales (Call Center) - Contract Position

- Completely reformatted the call center from order taking to sales environment with an increase of over 150% sales and broke all existing sales records for this catalog retailer. Increased up sell / cross sell by 183%.
- Developed training curriculums for call center staff.
- Wrote and developed new agent training for transition of call centers.
- Established a professional work environment and added metrics where there had never been any. Hired new staff and established mentoring / coaching standards. Supervised staff of 40 over 3 shifts. P&L responsibility
- Avaya PBX – CentreVu, Witness, Ecometry

2006 – 2006 @ Innovative Control Systems

Director of Support / Project Manager - Contract Position

Mfg of customized touch screen kiosk computer control systems for car wash and other industries.

- Managed the entire operation of a technical support call center with 5 supervisors and 35 technicians answering inbound customer calls and providing tier 1, 2 and 3 technical support to distributors and end users.
- Developed training curriculums for call center staff and new training for technicians and managed the implementation.
- Also purchased of sophisticated telephone system using latest VoIP technology and integration with dedicated help desk software system. Managed the set up and installation. Supervised the IT department and personnel. P&L responsibility.
- Nortel BCM – VoIP install, Call Center Manager 2.0

2004 –2006 @ Magnum Tire Corporation

Director, Call Center Operations / Project Manager - Contract Position

- Selling tractor-trailer tires to small to medium trucking companies over telephone using a script. Set up new call center, wrote scripts, operations and training procedure manuals, covering day to day operations as well as all special procedures, including sales training and telephone closing techniques.
- Developed training curriculums for call center staff and delivered all initial and ongoing skills training through classroom presentations and individual instruction.
- Recruited and interviewed all staff and responsible for all personnel function within the call center. Full P&L responsibility.
- Nortel PBX – SER dialer

2000 –2004

Call Center Consultant / Project Manager

Set up and design of several Call Centers including operation, equipment, facilities and personnel. Supervised the installation and operation of all equipment and software. Wrote custom proposals emphasizing **ROI** and cost justifications then presented business cases to clients. Functioned as Project Manager for all clients, interfacing with client, vendors and suppliers then coordinated all meetings. Performed emergency repairs and modifications when ever required. Managed multiple implementation projects simultaneously.

- Completed a project for a vendor of Daimler Chrysler (Auburn Hills, MI) which involved the relocation of the Dealer Technical Support (STAR) center to a new facility. This included facilities design, vendor identification and negotiations, pricing consideration and staffing. – Aspect PBX
- Designed and installed VoIP telephone system for St Maximilian Kolbe Catholic School and Church in a campus environment linking all building to a centralized operations center and installed all new data equipment and hardware. Acted as Project manager for the 2 year construction of the school. 3COM – VoIP telephone and data system
- Implemented a new CRM system and wrote the instruction manual for all the customized functions. Recruited and interviewed all staff and was responsible for all personnel function within the call center. Sales of telecom equipment and telecom services to Call Centers and other businesses. Full P&L responsibility.
- Telecom projects involved Nortel PBX & VoIP, 3COM VoIP, Avaya SBS & Altigen Systems

1997 - 2000 Tigerdirect.Com

Call Center Group Manager - Business-to-Business

Management, development, and training of 60 sales professionals representing a complete line of computer systems, software, hardware and accessories through outbound telephone sales calls. Interface with vendors and suppliers.

- Set up new 300 seat call center.
- Developed training curriculums for call center staff and delivered sales and technical training programs and coordinated outside training.
- Recruited and trained all staff. Handled all personnel functions for the department as required.
- Avaya PBX

1996 - 1997 American Medical Service

Division Sales Manager (Call Center)

- Responsible for the recruitment and placement of allied health care professionals in Florida and Georgia. Working sales manager. Top individual producer.
- Developed training curriculums for call center staff and delivered all initial and ongoing skills training through classroom presentations and individual instruction.

1993 - 1995 Communication Consultants Inc

Corporate Sales Rep

- Sales of cellular and radio communications equipment and services to businesses & select professionals. Did repairs and maintained equipment as required.

1984 - 1992 Silver Employment Service, Inc

Call Center Manager

- General Manager – Set up new call center. Established and wrote procedures manuals, wrote training manuals, computer operations.

Extensive experience with design and implementation of **ACD, VoIP, IVR, Speech Recognition, CTI, Predictive Dialers, CRM, Work Force Management, CentreVu, Witness, Hosted CRM systems** (Salesforce.Com), **Ecometry, Nortel, Avaya, 3Com, Cisco** and **BellSouth** (business products and services) certifications. Have designed and implemented call center equipment and systems to include analysis of need, layout of space, supervising wire teams, and direct supervision of actual installations. Have superior computer skills, including Word, Excel, Project and PowerPoint. Maintained business computer equipment, network components and facilities.

CERTIFICATIONS

Nortel Telecom and Data Equipment - VoIP

Avaya Telecom – VoIP

3Com Telecom & Data Equipment - VoIP

Cisco Sales Certification

BellSouth (business products and services) **certifications**

MCSE 50% completed

EDUCATION

BSE

Dale Carnegie Graduate 1988