

Sheri Young

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Operations Director, Account Executive, proficient in critical thinking, problem solving, strategic planning, collaboration, time management and prioritizing. With over 15 years of experience and a diverse knowledge of business management including; team leadership, marketing, sales, customer service, fiscal management, research and analysis.

Software Proficiencies

- Microsoft; Excel, PowerPoint, Outlook, Office, Adobe
- Social Media Marketing
- Google AdWords and Analytics
- Webinar Platforms; GoToMeeting and Zoom
- Peachtree and FRX Accounting
- CRM's and specialized databases such as MLS, Recruiter box, School Leader, DAXKO and Merit

Career Accomplishments

- Developed the sales department, operational policies and procedures, marketing plans and retention strategies, created and supervised the brokerage coordinator positions.
- Grew account partnerships from 21 to over 250, adding several thousand customers to the database and creating a discernible constant increase in sales.
- Project Management lead/Director for construction and opening of Dale Turner Child Development Center, licensed for 64 children in Shoreline as well as the Kiddie Academy Mill Creek, licensed to care for over 160 children. Including; working with contractors, Departments of Licensing and Health, Fire Inspectors, vendors and local business owners to build to code, created all documents to run and license the facility, Fully equipped, furnished, staffed, trained, enrolled students and obtained full licensing to open and operate the centers.
- Increased membership and center growth by 45%, raised scholarship fund through coordination and participation in annual fundraising events.

Project and Operations Management

- Managed daily facility operations providing marketing presentations, processing client registrations, handled contract negotiations, account set up, file management and ensured continuous compliance with state and local regulations by performing file audits, site inspections, facilitating training and continual planning for improvements while keeping abreast of ever-changing standards.
- Proficiently supervised staff and interdepartmental projects through; planning, monitoring entire processes of sale and design cycles, continual communication, delegation, time management, and collaboration.
- Direct responsibility for partnership development, account retention, increased revenue, interviewing, hiring, training, performance coaching, team building and staff recognition.
- Developed, managed and controlled budget of over \$1.5 Million. Provided monthly analysis, variance, forecasting and sales reporting, reconciled customer and vendor accounts; billing accounts receivable and payable, reviewed for and provided scholarships and orchestrated fundraising.

Sales and Customer Service

- Maintained client relations through ongoing direct communication with brokers, owners, and marketing departments to ensure customer satisfaction through understanding of individual needs, problem solving, high quality customer services and continuously providing education of products and services through webinars, consultations and trade shows.
- Responsible for account procurement and set up including supervising the full sales cycle process to ensure accuracy, approvals and timeliness of completed materials and orders.
- Primary customer service escalation support manger, exceptionally de-escalated client concerns and conflict with positive resolution outcomes of satisfaction, retention.
- As a Real Estate Listing and Buyer Agent I competently closed several transactions within first year, efficiently handled complicated negotiations to close on time, with accuracy, high degrees of confidentiality, marketing through networking, calling, door knocking, open houses, social media and teamwork.

Marketing and Networking

- Strategically planned and orchestrated community, membership, fundraising and educational events. Working with government officials, business owners, community leaders and families.
- Lead and served on multiple boards and committees within the YMCA and local schools.
- Provided brand exposure, created relationships and presented products and services at trade shows, conventions and meetings and webinars.
- Set up drip campaign and multiple customer relations communication approaches through the year establishing connection, relation, and top of mind presence.

Employment History

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|--------------------------------|---|-------------------|
| Senior Account Executive | Zip Your Flyer Marketing, Lynwood, WA | 06/2017 - 01/2020 |
| Licensed Real Estate Broker | Washington State | 07/2016 - Current |
| Director of Operations | Kiddie Academy, Marysville, WA | 07/2015 - 04/2016 |
| Regional Director | YMCA of Greater Seattle | 06/2006 - 02/2014 |
| Director III Child Development | | |
| Business Owner/Operator | Cherished Children Preschool, Bothell, WA | 1999 - 2003 |
| Personal Lines Specialist | Prudential, Farmers, Talbot | 1989 - 1999 |

Education and Training

- Rockwell Institute 120 hours
- Green River Community College ECE credits
- Child Development Associate 200 hours of training
- Director, Administrative, Management, Supervisory and ECE over 150 hours training
- Washington State Property and Casualty Accreditation
- Renton High School graduate