

JOHN W. YOUNG

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SUMMARY

Proven record in team leading, operational supervision, operational management, and completion of ongoing critical team tasks. Skilled in directing people, tasks, and timelines in full-scope accounts payable operations

PROFESSIONAL EXPERIENCE

AFFILIATED COMPUTER SERVICES/ XEROX/CONDUENT Sandy, UT

Operations Manager – (June 2007- Present)

Realogy Corporation (Formerly Cendant Corporation) – Accounts Payable Unit

- Oversight on all daily tasks including quality and timely execution for each employee within the Realogy Accounts Payable unit.
- Escalation point for team lead, and supervisor thru Realogy Accounts Payable unit, including system errors, system upgrades, and all technical support including trouble shooting.
- Hiring, Payroll, involvement in disciplinary action and scheduling of all HR related involvement thru Realogy Accounts Payable unit.
- Daily management, scheduling, and production oversight of all offshore personnel, including teams in Bangalore, India and Juarez, Mexico.
- Involved in all operational planning surrounding the correction of errors, project planning, and upgrades to current web-based payables system.

Operations Supervisor – (January 2007- June 2007)

Realogy Corporation (Formerly Cendant Corporation) – Accounts Payable Unit

- Responsible for compilation of operational manuals, including documentation of all month end procedures
- Quality and timely execution of month-end processing for Realogy Corporation Business Units
- Daily supervision of all team members responsible for invoice processing, customer service, vendor maintenance, and bank processing
- Escalation point for all client-related issues, including GL corrections, invoice payments, and employee expense reporting
- Staffing, scheduling, contingency planning, and disciplinary action for entire domestic accounts payable team
- Daily interfacing with offshore personnel, including teams in Bangalore, India and Juarez, Mexico
- Active participant in strategic operational planning sessions to improve P&L for business unit and overall client satisfaction

Team Lead – (February 2006-January 2007)

Cendant Corporation/Realogy Corporation – Accounts Payable Unit

- Responsible for daily performance of Problem Resolution team members, including attendance, production tasks, and providing of quality customer service
- Created and utilized tools to track phone stats and daily production tasks for all team members
- Developed a positive and successful relationship with key client personnel

Problem Resolution Agent – (June 2005-February 2006)

Cendant Corporation – Accounts Payable Unit

- Inbound customer service; resolution of vendor and employee-related payments
- Proficient in use of internal Web Payables System, used to process invoice transactions
- Involved in escalation of key client-related issues; continually exceeding expectations set by client and employer

TECHNICAL SKILLS

- Oracle Payables
- Microsoft office & related products
- C-Series (Bottom Line) - Check processing
- HTML
- CSS
- SQL
- JavaScript
- jQuery
- Bootstrap
- Bulma
- DOM
- API's
- Third Party API's
- Google Presentation

EDUCATION

UNIVERSITY OF UTAH, SLC, UT
Coding Boot Camp, 2021

WASHINGTON HIGH SCHOOL, Ogden, UT
High School Diploma, 1997