# 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

Education

**University of Utah**, SLC, UT

***Coding Boot Camp***, 2021

**Washington High School**, Ogden, UT

***High School Diploma***, 1997