**Donald G Young**

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Executive Summary

* Profile
* 25+ years of success in customer service and sales with leadership experience in both professional and volunteer settings
* Proficient in Microsoft Office (Word, Excel, Access, Outlook, PowerPoint
* Successful sales record in financial products and hardline products
* Exceptional technical aptitude
* Superior troubleshooting and problem resolution
* Proven leadership skills
* Critical analytical thinker
* Experienced in conflict resolution
* Consistently meets or exceeds all goals
* Seasoned in call center environment
* Motivated cross seller
* Accomplished in client retention
* Dependable trainer and mentor
* Expert in Visa, MasterCard, and Discover rules and regulations
* Specialist in chargebacks, fraud and risk management
* Professional

Employment History

**Commercial Support Representative II**

Commerce Bank

February, 2001 — Present (15 years)

**Telephone Sales Representative**

Commerce Bank

August, 1999 — February, 2001 (1 year 6 months)

**Customer Service Representative**

Commerce Bank

July, 1998 — August, 1999 (1 year 1 month)

**Sales / Customer Service Associate**

Missouri Sewing Machine Kansas City

February, 1990 — January, 1998 (7 years 11 months)

Education

**University of Central Arkansas**

Bachelors of Business Administration, Marketing

* Bachelors of Business Administration (BBA) - Marketing
* University of Central Arkansas
* Conway, Arkansas

Achievements

* RLPS, Merchant Services Support Representative of the year 2009
* Four time Blue Chip award
* Achievements Sales \* Top performer in tele-sales, Kansas City market in financial products \* Met or exceeded all monthly goals set \* Developed and managed successful incentive contests among peers \* Located buyer and negotiated complete inventory converting from in-house equipment deployment to outsourced vendor \* Consulted and implemented sewing solutions in a manufacturing environment \* Negotiated and sold complete line of residential and commercial sewing equipment and peripherals \* Experienced in outbound and cold call sales as well as face to face Customer Service \* RLPS, Merchant Services Support Representative of the year 2009 \* Four time Blue Chip award \* Three time BOB recipient (Be accessible, Offer solutions, Build Relationships) \* Developed and implemented Microsoft Outlook sales referral tool that streamlined sales lead response \* Developed and implemented Microsoft Excel relationship referral tool that calculated financial impact and helped relationship managers to identify at risk clients \* Created and managed Microsoft Excel funding exclusion spreadsheet for tracking and managing reserves held against at risk merchants \* Created and managed major merchant tracking spreadsheet with Microsoft Excel for tracking and reporting status to relationship managers \* Instrumental in resigning two major merchants valued at $9 and $12 million each due to superior customer service provided despite being under bid by a competitor at contract renewal Management and Training \* Managed conversion of in-house equipment deployment to outsourced vendor \* Managed deployment of electronic payment equipment \* Participated in training and mentoring of new hires \* Organized RLPS annual business meeting at Kaufman Stadium \* Managed inventory of softlines and equipment parts \* Researched, planned and taught classes on computerized scanners for sewing machines \* Past president on board of directors of Lake Paradise Camp Club \* Negotiated and managed sale of property valued at $2 million of Lake Paradise \* Former scout leader specialized in wilderness survival \* Former self defense instructor

Associations

* Past president on board of directors of Lake Paradise Camp Club