

# Suzette Nicole Young

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## PROFILE

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Dedicated and highly organized professional with extensive experience in administrative support, leadership, financial services, and web development. Adept at improving operational efficiency, ensuring compliance, and managing technical projects. Proven ability to enhance team performance, streamline processes, and maintain high client satisfaction. Seeking opportunities to leverage time management, organizational skills, and technical expertise to contribute effectively to a dynamic team.

## SKILLS

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|------------------------|--------------------------|-----------------------|
| • Team Management      | • Payroll Processing     | • Legal Documentation |
| • Customer Service     | • Bookkeeping            | • IT Support          |
| • Project Coordination | • Administrative Support | • Web Development     |

## PROFESSIONAL EXPERIENCE

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### Administrative Support Specialist

January 2016 – September 2022

*State of West Virginia*

- Organized and submitted reports to supervisors.
- Coordinated meetings with contractors and vendors.
- Maintained a clean and compliant work environment.
- Attended staff meetings and prepared daily reports.

### Chief Operating Officer

October 2011 – September 2016

*First Rayt Cleaners, District Heights, MD*

- Managed operating schedules, increasing service efficiency by 74%.
- Trained employees on company guidelines and best practices, improving approval and retention rates.
- Supported front staff to enhance performance and effectiveness.
- Revised schedules and delivery routes to prevent delays.
- Implemented a follow-up system that maintained a 90% approval rating.

**Net Branch Manager****January 2005 – October 2010***Mortgage Options of America, Suitland, MD*

- Conducted hiring and training processes for loan officers.
- Scheduled training sessions and coordinated with lenders, title companies, and other vendors.
- Processed loan applications and maintained relationships with realtors, appraisers, and third-party vendors.
- Notarized documents for lenders and clients.

**Director****April 1991 – August 2000***Nicole's Nursery Early Childhood Center, Suitland, MD*

- Directed and operated events, curricula, and all employee and volunteer activities.
- Provided private nanny services and organized respite care for families.
- Facilitated daily daycare services, including lessons, meal provision, and supervised nap times.
- Managed carpool duties and greeted families during drop-offs.

**APPLICATIONS AND TECHNICAL PROFICIENCY**

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|-------------------------------|---|--|
| • XML, WordPress, WooCommerce | • Financial Software & Payroll Management | • Web Development & Accessibility Compliance |
| • Microsoft Office Suite      | • Google Workspace                        |  |

**EDUCATION AND TRAINING**

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**University of the District of Columbia | Ongoing****Evangel Cathedral Bible College | 1991 – 1996****A.A. in Youth Ministries and Evangelism****Prince George's Community College | 1992 – 1994****A.A. in Early Childhood Education and Business Management****Certification in Tax Preparation for Small Businesses****Brookdale Community College | June 1990 – May 1991****Certification in Medical Terminology for Pre-Med****CPR Certification****Food Safety Training Certification**