

TREVON YOUNG

G R O W T H A N A L Y S T

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PROFILE

An Operations Analyst & Manager with 3 years of analytical experience and over a decade in management roles within the service and manufacturing industries. Skilled at gathering insights from experts, systematically organizing information, and conducting thorough data analysis to address key issues. Demonstrated ability to collaborate with cross-functional teams to implement innovative operational improvements, effectively communicate insights through reports, and offer strategic recommendations to management.

AREAS OF EXPERTISE

Project Planning, Forecasting, Data mining, Data Examination & Interpretation, Report & Memo Writing, Powerpoint Presentation, Tableau, Critical Thinking, Team Work & Collaboration, Statistics, Calculus, Problem Diagnosis, Problem Solving, Quantitative Analytics

PROFESSIONAL EXPERIENCE

Operations Manager

Orange Lab Media | Fort Lauderdale, FL
<https://www.orangelabmedia.com/>

Nov 2021 - Jun 2023

A trusted partner for premium promotional products and branded merchandise. We help companies create memorable brand experiences through high-quality, customized promotional solutions.

Operations Manager | 2021 - 2023

- Led a company-wide quality management and operational improvement initiative that enhanced **customer satisfaction, project turnaround times, and sales enablement** while aligning technology, people, and processes for scalable growth.
- Conducted a comprehensive **systems analysis** to map workflow dependencies across departments, resulting in measurable improvements in client response times and proposal delivery efficiency.
- Designed and implemented **standard response benchmarks** — 2-hour client follow-up, 48-hour discovery scheduling, and 72-hour proposal delivery — which improved client engagement consistency and win rates.
- Consolidated OLM's **IT infrastructure** by integrating Slack, Google Suite, and Monday.com into a unified, cost-effective ecosystem that streamlined internal communications and cross-departmental collaboration.
- Customized Monday.com's project management platform to align with customer engagement workflows, empowering teams in **client services, project management, and accounting** to collaborate transparently and track progress in real time.
- Directed the **migration and centralization of legacy data** into a custom analytics dashboard, enabling leadership to identify performance gaps, optimize processes, and track key KPIs.
- Developed and launched a **feedback monitoring system** that fostered open, transparent communication, reinforcing organizational trust and improving employee engagement and satisfaction metrics.
- Introduced **individualized training programs and performance monitoring systems** that strengthened team capability, accountability, and professional growth across all business units.
- Partnered with leadership to translate insights into **data-informed strategic decisions**, positioning OLM to surpass **\$1M in annual revenue** and achieve its first milestone year of sustainable profitability.

ACHIEVEMENTS

Operations Manager

Orange Lab Media

Nov 2021 - Jun 2023

- **Strengthened quality management and operational efficiency**, improving company-wide performance in customer satisfaction, project turnaround times, and sales enablement.
- **Designed and executed new client engagement standards**, reducing client response times to under 2 hours, discovery call scheduling to within 48 hours, and proposal delivery to within 72 hours.

- **Streamlined technology infrastructure** by integrating Slack, Google Suite, and Monday.com, creating a unified system that enhanced communication, accountability, and project visibility across all departments.
- **Customized Monday.com's project management platform** to align with OLM's workflows, enabling cross-functional collaboration between customer engagement, project management, and accounting teams.
- **Consolidated years of legacy data** into a centralized analytics dashboard, uncovering key operational insights and supporting leadership in data-driven decision-making.
- **Implemented a performance monitoring system** that linked measurable data outcomes with individualized employee training programs, improving both productivity and engagement.
- **Developed a feedback monitoring system** that fostered a culture of open communication, transparency, and trust — resulting in higher levels of employee satisfaction and team cohesion.
- **Increased employee buy-in and morale**, reinforcing OLM's core values and driving measurable improvements in team attitude, collaboration, and overall job satisfaction.
- **Enhanced client engagement and proposal success rates** through improved workflow automation and communication strategies.
- **Contributed to OLM surpassing \$1M in annual revenue**, achieving a major milestone in company growth and establishing the foundation for future scalability and sustained success.

EDUCATION

Master of Business Administration

Southern New Hampshire University | Manchester, NH

Graduated: Aug 2025

The **Master of Business Administration (MBA)** at Southern New Hampshire University helps prepare students for the modern workforce. The 30-credit MBA program offers 5 career-focused concentrations and can be completed in just over a year. MBA coursework, taught by industry professionals, helps students gain in-demand business management skills and develop the qualities of a leader.

Skills you'll learn:

- Data analysis and interpretation
- Organizational strategy
- Leadership and people management
- Global and cultural awareness
- Ethical, legal and sustainable practices
- Analytical and problem-solving skills

Bachelor of Science in Business Administration

Southern New Hampshire University | Manchester, NH

Graduated: Aug 2024

The **Bachelor of Science (BS) in Business Administration** at Southern New Hampshire University was developed in cooperation with business professionals to provide the skills you need to succeed in today's economy. This undergraduate major combines management courses and a broad business education in areas such as accounting, management, and marketing.

Skills you'll learn:

- Leadership
- Communication
- Accounting basics
- Behavioral dynamics
- Quantitative analysis
- Business ethics

CERTIFICATIONS & LICENSES

Critical Thinking Skills

American Institute of CPAs

Nov 2024

Key Topics

- The practical application of critical thinking skills
- Critical thinking in action
- Emotional intelligence in critical thinking

Learning Outcomes

- Recall the definition of critical thinking
- Recognize the importance of critical thinking
- Identify the key aspects of critical thinking
- Identify how you can apply your critical thinking skills in the workplace

Microsoft Power BI - Analyze Your Data with Excel Pivot Tables American Institute of CPAs

Nov 2024

Key Topics

- Various forms of data sources
- Accessing data sources
- Working with multiple tables/sources
- Importing data for analysis
- Introduction to Get & Transform (formerly Power Query)

Learning Outcomes

- Differentiate between proper and improper data structure.
- Select the best way to import data into Excel.
- Identify ways to use Get & Transform/Power Query to clean your data.

Microsoft Power BI - Create Excel Dashboards for Maximum Impact American Institute of CPAs

Nov 2024

Key Topics

- Power BI Desktop interface
- Using Power BI Desktop to connect to data sources
- Available visualizations in Power BI Desktop
- Building interactivity into visualizations
- Publishing reports to PowerBI.com

Learning Outcomes

- Identify the key components and functionalities of the PowerBI.com interface, enabling efficient navigation and utilization for data analysis tasks.
- Recognize the capabilities of the Q&A feature in PowerBI.com, so you can leverage it for generating quick insights from data using natural language queries.
- Select the appropriate data sharing and collaboration methods within PowerBI.com for your situation.

Applying Data Analytics American Institute of CPAs

Oct 2024

Key Topics

- How to develop a data-driven mindset
- How to approach a data analytics project
- Understanding data and the data ecosystem

Learning Outcomes

- Recall the characteristics of an analytical and data-driven mindset.
- Recognize how to establish objectives and desired outcomes of a data analytics project for a business or client.
- Recognize ways data is described and interpreted.
- Identify the types and categories of data.
- Recognize how data science and data analytics are connected.
- Recognize characteristics of the technology and data ecosystem for data analytics.

Emotional Intelligence American Institute of CPAs

Aug 2024

Key Topics

- Emotional intelligence
- EQ vs IQ

Learning Outcomes

- Recall the definition of Emotional Intelligence (EI).
- Distinguish between EQ and IQ (or EI and IQ).
- Recall how emotional intelligence manifests in the workplace.
- Recognize the emotional intelligence competencies.
- Identify strategies to respond to emotional outbursts in others.

Leading vs. Managing

American Institute of CPAs

Aug 2024

Key Topics

- Leading vs managing
- Leadership competencies
- Management competencies

Learning Outcomes

- Recall the synergies and differences between leading and managing.
- Recognize the skills and competencies needed to be effective as a leader-manager during an organization's development.

Time Management

American Institute of CPAs

Aug 2024

Key Topics

- How to avoid the busy trap
- How to manage distractions
- How to take control of your schedule

Learning Outcomes

- Recognize the challenges to effective time management.
- Recall the habits that get in the way of effective time management.
- Recognize time management strategies to help you thrive.
- Recognize the common components of an action plan to help enhance your time management skills