

Ernest C. Young

SalesTeam East LLC

309 Fellowship Road, Suite 200

Mt. Laurel, NJ 08054

856-642-4043

www.SalesTeamEast.com

eyoung@SalesTeamEast.com

Certified trainer and seasoned sales and management professional with vast experience, knowledge, and skill in management, leadership, sales, service, and technology.

EXPERIENCE:

SalesTeam East LLC, 11/04-Present

Managing Director. Owner and head coach of a sales and management consultancy that helps clients reach their business goals. SalesTeam East captures more than 30 years of sales, leadership, and customer experience, delivering watershed training solutions for improved human performance.

Training solution topics delivered for clients include:

- Selling Skills
- Customer Service Skills
- Management and Supervisory Skills
- Inventory Management
- Facilities Management
- Project Management
- Event Planning
- Problem-Solving and Strategic Focus
- Self-Esteem, Emotional Intelligence, and Peak Performance

Outsourced ExecuTeam™ business solutions address client needs in administration, finance, operations, marketing, and sales, employing professionals and staff trained in Integrity Coaching®, Integrity Selling® and Integrity Service®. Clients range from individual professionals and business owners to corporate teams and departments.

In today's markets, it is virtually impossible to maintain the position of having the best product or service at the lowest price; the competitive differentiator today is the degree of effectiveness in sales and service. Using award-winning curriculum from Integrity Solutions®, SalesTeam East's analytical and thorough approach to client challenges in these areas ensures improved market results that are measurable and sustainable.

"Mr. Young's sales advice helped improve our understanding of how to draw out a potential client's needs and expectations, allowing us to better tailor our project proposals. His active participation in developing and presenting a specific proposal to an important potential client significantly sharpened our focus and increased the effectiveness of the presentation." - Dr Nancy Mattison, President, The Mattison Group

“Ernie was instrumental in putting together a sales strategy for Step-X and providing advisory/training services to the management team.” - Kris Oribabor, Partner, Step-X LLC

New Jersey Chamber of Commerce, Trenton, NJ, 3/98-11/04

Director of Funding, Cornerstone New Jersey. Recruited corporate CEO's for membership in the Chamber's CEO peer to peer brain trust. Minimum annual participation was \$10,000, and membership was limited to 100 company CEO's.

Membership Sales Director. Hired as Field Sales Director to design and implement field sales of membership to businesses across the state. While designing the outside field sales program, assisted in upgrading the existing inside telephone sales program. After design and field-testing, the field sales program was launched 2/99 to staff 30 territories in New Jersey. Promoted to Membership Sales Director 8/01.

Continued to recruit and train membership sales representatives. Membership accounts multiplied four times. Received letter of commendation from organization CEO for a record-breaking 2002.

“Ernie is has been a mentor, motivator and a true leader in the development and management of my sales skills. In the 5 years I worked for Ernie, I learned more about selling than any book, CD or other could ever hope to convey.” - Rick Fischer, Membership Representative

United States Chamber of Commerce, Washington, DC

Senior Membership Representative. Managed new and renewal accounts in assigned territory. Designed improved sales system for membership representatives. Won more sales awards. Member of the "\$2000 Club".

Area Manager. Managed eight sales representatives in associated territories, reporting to the District Manager. Area sales team ranked 1 of 4 in the district. Led the team in breaking virtually all district sales records. Resigned as Area Manager due to personal/family reasons and was reassigned as Senior Membership Representative, Philadelphia District

Acting District Manager. Accepted responsibility for building the New Jersey District in staffing and sales revenue covering Northern New Jersey and upstate New York in 30 territories. Increased staffing and reversed lagging sales in an effort to eliminate the district's chronic budget shortfall; however, the district was dissolved as part of internal downsizing and consolidation. Reassigned as Area Manager in the Philadelphia District.

Area Manager. Managed eight sales representatives in associated territories. Responsible to the District Manager for training and motivation of assigned representatives. Designed and implemented a sales training system that was adopted as standard by the District Manager. Team ranked 2 of 4 in the district.

Designated Trainer. Conducted initial and refresher field sales training of sales representatives for the District Manager.

Membership Representative. Sold annual chamber of commerce membership to CEO's and small business owners in assigned territory. Made daily in-person sales calls throughout the territory. Ranked 1 of 25 sales representatives. Received "Rookie of the Year" award.

Atlantic Science & Technology Corporation, Cherry Hill, NJ

Division Manager, Military Systems Division. Management and technical services to the Department of Defense. Responsible for the management of software configuration for certain weapons systems while managing the 55-person division. The division was abruptly downsized at the completion of the primary government contract.

Los Angeles Times, San Diego, CA

Telemarketing Sales Trainer. Conducted telephone sales training of new telemarketing representatives.

Telemarketing Sales Representative. Sold newspaper advertising and subscriptions by telephone. Completed company sales training program.

NOVAR Corporation, Tustin, CA

Field Sales Trainer. Conducted field training of new and veteran marketing representatives in all regions throughout California as required.

Marketing Representative. Outside sales of high tech crime prevention systems to small businesses. Covered San Diego County and placed more than 250 leased systems in new accounts. Completed company sales management preparatory courses and earned numerous sales awards.

U. S. Navy (Active Duty)

Naval Officer. Massive experience in personnel, financial, and material management. Service as an aviator. Extensive technical and engineering experience. Subsequent participation in the Naval Reserve after leaving active duty. Presently hold the rank of Commander, U. S. Naval Reserve.

EDUCATION: U.S. Naval Academy, Annapolis, MD, B.S., Aerospace Engineering/Analytical Management.

Fully PC literate - MS Office and Windows Instructor

Licensed Commercial Pilot

Licensed by SalesTeam® USA

Certified Trainer - Integrity Selling®, Integrity Service®, Integrity Coaching®, Achieve®, Discovery®, Managing Goal Achievement®, and SalesMap®

Adjunct Faculty - Park University - Continuing education facilitation for

CareerTrack Seminars® in sales and management

Adjunct Faculty - Rockhurst University - Continuing education facilitation for

National Seminars Group (NSG) in sales and management

Certified Facilitator – The Russ Berrie Institute for Professional Sales, William Paterson University

Certified QuickBooks® Online Accountant Advisor