

MARY ANN YOUNG
Strategic Leadership Coach

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Unparalleled Leadership Launching New Ventures and Re-engineering Existing Operations.

Builds Performance Driven People Infrastructure to Increase Profitability and Productivity.

Orchestrates Complex Projects, Relationships, and Operations to Achieve Better Results, Faster.

Unleashes Leaders

Mobilizes Teams

Customer Fanatic

Eagle Eye For Details

Mary Ann Young, Practicing Strategic Business Coach since 1991

Love Defined-2009-

Facilitating and Coaching Leaders and Their Teams in the Spirit of Taking Jesus To Work

Impacting dozens of Leaders who impact hundreds of Team Members

Contributing Writer for the Love Defined Workbook for Small Groups

Author—Works in Progress—Leader To Leader Devotions, Rocket Fuel For Meetings, Taking Jesus to Work

McDonalds- 3BM Foods 2009- 2021

Increases in Year Over Year Net Operating Income throughout tenure

Productivity & Profitability Team Design & Deployment for 7 Stores, 320 People

New Store Opening: Hospitality Training and Coaching for entire staff

Tactical Skill Training for all levels of Leadership

J4 Leaders- An organization of 700 Professional Women: 2012- 2015

Board of Directors Executive Team Member Facilitator of Annual Board Retreat

Author of One Year of Weekly Devotions focused on "Be- Attitudes" for Leaders

Northland, A Church Distributed: 2002-2010

Operational Re-Design of Worship Connections Team for 12000 congregants

Special Event Operations: Groundbreaking, Christmas Eve for 12,000

Remote Site Operations Director- 200 Congregants

Florida Hospital Home Care Services: 1999-2001

Defined & Implemented Strategy: 20+ Teams with 200K visits/yr

Real Time Training of Leaders to Improve Communication, Collaboration, Productivity, and Culture

TShiple, Reliable Home Office, Awards.com: 1999-2002

Director of Customer Ops: Executed merger of these 3 physical entities in 75 days

Disney Cruise Line: 1998

Communications, Guest Services Coach: Brought Disney Magic from the shipyard into service

Disney Multi-Site Leading Coaching, Training, Team Development: 1994-1998

Engaged to Design, Train, and Deliver Facilitation Skill Building of Work Team for:

BoardWalk

Work Team Coach & Trainer for 1000 people, 65 teams & 80 managers

Delivered Pre-Opening Mini Training to 800 people Convention Style

Water Parks & Recreation

Set up & installation of over 65 Work Teams across all three Water Parks

Training: 600 people in Work Team Principles & Practices, 65 managers

Food Processing Center

Work Team Design & Implementation Training: 280 people, 8 managers

Port Orleans & Dixie Landings Resorts

Team Training, Implementation, Coaching of 65 teams & 80 managers
Kicked Off & Co-Facilitated weekly Board Meeting of 65 work teams

Singapore Discovery Center: 1996

Operations Development, Orientation, Ride & Show Training/ Delivery

SportsLab 100,000 sq. ft Air Structure, Traveling Theme Park: 1995

GM: Operational Design Input & Implementation from Blue Prints to Opening

Splendid China Theme Park: 1993- 1994

Park Ops: Budgets, OFE, Guest Flow, Custodial, Tickets, Parking, Guest Services

Clarke Quay Attraction Singapore: 1993

Operational, Guest Flow, Ride, Show, Safety & Guest Service Training

RJ Gators: 1992

Developed Employee Manual to Cover "Disneyesque" Cultural Shift for Company

Mears Transportation Group: 1990-1992: Manager: Training & Special Events

Super Bowl XXV, 1991 NBA All-Star Weekend, Back to the Future & Wild Wild West Stunt Show
Premiers, Disney's 20th Birthday

- P & L for all Events- Motor Coach, Town Car, Limo & Van Service Operations, Equipment, Driver Mgmt, Airport Transfers In & Out, All Special Moves
- Liaison with Agents & Celebrities then Managing each event and move

Universal Studios: 1989-1990: Manager- Admissions, Guest Services, Parking, Events

Procedural Formulation, Hiring, Orientation, & Training- 350 employees/12 mgrs for
Ticketing/ Turnstiles/ Guest Services/ Park Ops/ Guest Flow/ Parking/ Tolls/ Buses

- Directed Ticketing System Development & Physical Installation of 12 Buildings
- Created/ Taught Guest Skills & Leadership Development for 350 employees
- Handled Transportation, Parking, Admittance Operations, Events 3,000-10,000
- Event Mgmt for Ops during POW-WOW & Grand Opening Mega Events 10,000+
- Food Service Catering Experience in Themed Outdoor Venue: 1990-1995

Walt Disney World: Opening EPCOT & Magic Kingdom Operations: 1975-1987

Managed Daily Operations in: Park Attractions/ Transportation/ Tickets/ Guest Relations/ Custodial/ Training
& Development/ Project Management/ Pre-Opening Ops

- Responsible for Training and Relocation of EPCOT Opening Team of 1500
- Taught "Disney Traditions" to over 2000 Cast Members
- Authored "The Disney Difference"- Formulated, Instructed Disney Trainers
- Recruited & Instructed the Walt Disney World College Program
- Ensured Guest Flow, Efficiency & Service: Supervised Building Maintenance
- Managed Show, Courtesy, Cleanliness & Safety, Administration of Policy, Discipline, Appraisal, Budgets, Training, Motivation of Mgmt/Hourly Cast 50-1500
- Design, Development, Coordination & Instruction of Operating Management

Professional Development, Education & Certifications

University Central Florida and Rollins College: Business Admin & Communications

Disney University Leadership Programs Instructor

Philip Crosby Quality College

Ken Sande Peacemaker Training Series

Disc Profile Proficiencies