

## **Miguel HD Younger**

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*I have over 24 years of experience in online service and e-commerce industries. My early roles were in design, conversion rate optimization and management while my more recent roles focused on operations, product & project management. I have applied continuous improvement methods in all of our operations.*



## **EXPERIENCE**

### **Enspire for Enterprise, Remote**

**Vice President, Program Development** Feb 2020 - Dec 2020

- *Note: Web for Enterprise division of Web.com was acquired by [Constellation Software](#) in February 2020.*
- Lead the implementation team to onboard our clients and deliver our projects on time, on budget and as expected.
- Managed vendor relations and contract negotiations.
- Assisted with transition of personnel and processes into our new organization.

### **Web.com, Hazleton, PA**

**Vice President, Product Delivery** Oct 2013 - Feb 2020

- Lead the legacy e-commerce team's daily operations and new product development.
- Managed department and role change as our legacy e-commerce team became part of a targeted enterprise Agency team that served clients with unique technology needs. My focus transitioned to Project management leadership within the team.
- Managed department change as our Agency team merged with the Web for Enterprise division that served national franchise brands.

**Vice President, Operations, Solid Cactus** Apr 2009 - Oct 2013

- *Note: Solid Cactus, Inc. was acquired by [Web.com](#) in April 2009.*
- Responsible for ongoing e-commerce operations, special projects and ultimately assimilating legacy Solid Cactus brands to Web.com.
- Manage local (Hazleton, PA) and remote (Jacksonville, FL) teams (e-commerce websites, online marketing, SaaS & call center services.)
- Worked with each department's directors to meet continuous improvement and client service objectives.
- Hold quarterly all-hands meetings with staff to review our division's state of business.

### **Solid Cactus, Inc., Wilkes-Barre, PA**

**Vice President, Operations** Mar 2008 - Apr 2009

- Responsible for ongoing operations of the e-commerce website, online marketing, SaaS, call center and support teams.
- Work closely with each department director to meet monthly objectives.

**General Manager of Store Development** Dec 2006 - Mar 2008

- Managed all e-commerce website teams: account management, project management, creative and development.

- Responsible for meeting monthly financial targets and project metrics.

**Director of Project Management** Aug 2005 - Dec 2006

- Defined project management processes and metrics to support our rapid growth.
- Managed e-commerce projects from sales to launch and offered post launch support.

**Account Management** Jan 2005 - Aug 2005

- Managed a book of e-commerce clients, their projects, handled support, and performed upsells.
- Liaison between creative, development and clients.



**MHDY.com**

**Self Employed** Oct 2002 - Jan 2005

- Operated as a single creative consultant and design production house.
- Performed all estimates, sales, billing, project management, design and development of client websites.

**Randall Design, Inc.**

**Art Director** Aug 1997 - Oct 2002

- Co-Art Director of our designers, met with clients, and executed website (design & development) work as needed.

**Graphic Designer** Dec 1996 - Aug 1997

- Designed print catalogs and performed studio product photography.

**SKILLS**

- MS Office Excel, Word, and PPT
- General HTML, CSS, JavaScript, and PHP
- General HIPAA, WCAG 2.1 AA, and PCI requirements
- General WordPress content and plugin management
- Project management via JIRA, SmartSheets, Monday.com, and Excel
- Production and workflow management
- Vendor contract review and negotiation
- Team continuous improvement and cost reduction strategies

**EDUCATION**

BFA in Communication Design, 1998  
Kutztown University, Kutztown, PA