



BRANDY YOUNG-DIAL

ORGANIZATIONAL PSYCHOLOGIST

thedialbunch@gmail.com / 903.240.1013

Education

Ph.D. HRD (Student)
University of Texas at Tyler

MA I/O Psychology
University of West Florida

B.A Psychology
Minor Chemistry
University of South Alabama

Non-Profit Management
Four Module Certificates
University of Texas, 2019

Other Experience

Servant's Hands - Owner
Specialty Online Food Store
10/2019 -03/2022

Strategic Marketing Planner
Event Coordinator
Montez, LLC
08/2020 -03/2021

Algebra 1 Instructor
King's Academy Christian School
07/2020 -05/2021

References

John McDougald
Executive Director
Junior Achievement

Tisa Hibbs
Owner
Hibbs-Hallmark & Company

Jeff Harris
VP, General Manager
Delek, US

CORPORATE EXPERIENCE

Heartland Security Insurance Group (06/2023 - 10/2023)
Tyler, TX

Organizational Development Consultant

- Conducted an organizational development assessment
- Designed a leadership developmental system
- Sourced and selected appropriate software program to house leadership development activities
- Collaborated with C-Suite executives and Sr. VP HR manager

Ricoh National Headquarters (10/2010 - 01/2013)
Client: Morgan Stanley Downtown Houston Corporate Office

National Reprographics Manager / Facility Site Manager

- Implemented procedural changes resulting in 30K of annual savings
- Created consistency in five centers across the USA by fostering open communication and evaluating methodologies for efficacy
- Created & presented monthly/quarterly report with KPIs to President & VP of Corporate Services with Morgan Stanley and executives of Ricoh
- Managed a team between 8 - 15 employees

AmeriSciences (10/2009 - 07/2010)
Houston, TX (filed bankruptcy)

Director of Distributor Services

- Redesigned departmental policies, procedures, and service standards in conjunction with executive management's vision.
- Produced monthly production, sales leads, and commission reports
- Managed team of six employees
- Supported domestic and international conferences and call centers

Action Financial (10/2005 - 12/2008)
Mobile, AL

Assistant Director of Customer Service

- Created a structured interview process to address a 6-month retention rate of 0%. Following the implementation of the process, the retention rate improved to 80% at six months and 60% at the end of the year, resulting in an estimated cost savings of 15K per employee
- Constructed and implemented a quality control process to reduce BBB complaints, which resulted in a 90% reduction
- Redesigned the negotiation process by transferring the settlement process in-house, which resulted in a 45K monthly savings
- Created training program for three different departments
- Managed two different departments (30 employees)

NON-PROFIT PROJECTS

Junior Achievement (10/2022 - present)

Board Member; Vice Chair of Programs (2023-2024), & Chair of Hall of Fame 2023

Spiritual Leadership Conference (01/2019 - 05/2019)

Event Director; Benefiting King's Academy Christian School

New Creation Foundation (05/2018)

Executive Coaching & Organizational Development Planning

Meals on Wheels (08/2016 - 08/2017)

Initiated and executed fundraisers raising 2,000+ lbs of pet food & program awareness. Weekly route

April Sound Civic Association (ASCA)(02/2015 - 05/2016)

Treasurer & Park Committee Chair

Formed a park committee, secured 30K in HOA funding, raised additional 5K, and upgraded two outdated park systems into modern play centers within six months.

EDUCATIONAL PROJECTS

Stacey's Cafe, Sweets, & Catering (01/2008 - 05/2008)

Management Analyst (Internship)

- Created an inventory and ordering system for food and operating expenses
- Generated formal job descriptions, daily/weekly tasks, and a vacation/sick leave policy
- Searched for marketing avenues based upon current marketing budget
- Selected/Terminated employees
- Created budgetary systems for monthly billing, payroll, and operating expenses

Developing & Enhancing Leadership through Assessment (DELTA)

Practicum (08-2008 - 12/2008)

- Collected research on assessment center's practices and necessary components
- Researched leadership performance dimensions and selected developable attributes
- Developed leadership simulations, identified key components for successful implementation, and pilot tested an in-basket exercise for validity and reliability.
- Developed a marketing proposal, which listed the area's demographics, local competitors, possible investors, appropriate media channels and networking avenues

UWF HR Department (09/2008 - 12/2008)

Training & Development Course Project

- Conducted a needs assessment for all office administrators at UWF
- Created an online survey in order to deliver a direct impact for the entire HR department
- Collaborated with other team members daily/weekly to plan/organize present/future steps
- Produced an Excel intermediate training program and program evaluation manual
- Presented methods and results to key HR members and I/O professors

UWF IT Department (01/2008 - 05/2008)

Methods in Personnel Course Project

- Conducted a job analysis on the data analyst and programmer positions
- Revised and produced job descriptions for the position
- Created a performance evaluation for developmental purposes
- Presented to Director of IT

Personnel Board of Jefferson County(10/2008)

Certified Selection Assessor - Nationally recognized unbiased hiring system

Observed & recorded behaviors of 30 applicants for specific dimensions (i.e., problem solving)