Amal Young

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SUMMARY

Operations professional who implements systems and processes and gets people using them. At Allianz Trade, a global leader in trade credit insurance, owned the commercial tech stack, onboarding process, KPI reporting, and process design for a national direct sales force of 60+ agents, cut new agent time to productivity in half, and turned performance data into recommendations for senior leadership. Prior decade in NYC public schools leading data meetings and multi-stakeholder initiatives with school leadership.

PROFESSIONAL EXPERIENCE

Allianz Trade · New York, NY (Remote) · September 2024 to July 2026
Business Development Campaign Strategist (Sales Operations scope added November 2025)

- **Cut new-agent onboarding from 40 days to 20** and moved agents into field work after day 10 by redesigning the program across Risk, Underwriting, Claims and Collections, and Broker channels.
- **Owned key performance indicator (KPI) reporting** for a Direct Sales Force of 60+ agents and 10 business development reps under 8 Regional Vice Presidents; built broker report cards in Excel and ran quarterly Data Chats with the Chief Commercial Officer, Head of Sales, and Head of Brokers.
- **Turned Data Chat findings into a new operating model:** designed a tiered support framework that segments agent continuing education by tenure and performance metrics.
- **Designed and ran a renewal email pilot** (live June 2026), setting the hypothesis, cohort, and success measures; the top pilot agent's renewal rate reached 98% within three months.
- **Researched competitor positioning** in trade credit insurance and built competitive training for the full sales force.
- **Owned the commercial tech stack** (Salesforce, Highspot, ZoomInfo, LinkedIn Sales Navigator) and led a cross-functional build of an AI sales role-play tool with the digital team, from requirements to rollout.
- **Wrote executive one-pagers** for senior leaders and all 8 RVPs, and partnered across Marketing, Underwriting, and Claims to align go-to-market priorities.

NYC Department of Education · Brooklyn, NY · October 2015 to June 2024
Instructional Coach and Teacher

- **Led recurring data chats with the principal and school leadership team**, analyzing student performance data against goals and recommending school-wide priorities.
- **Facilitated cross-team planning meetings**, aligning teachers, coaches, and administrators on shared initiatives and timelines.
- **Translated leadership strategy into executable plans** and tracked progress across the school year.

SKILLS

- **Analysis and reporting:** KPI design and tracking, competitor analysis, pipeline and adoption analysis, pilot design and measurement, Excel (workbooks, lookups, pivot tables)
- **Communication:** executive one-pagers, PowerPoint presentations, leadership briefings, meeting facilitation, project management
- **Systems:** Salesforce, Highspot, ZoomInfo, LinkedIn Sales Navigator, AI tools for workflow and content
- **Domain:** trade credit insurance, underwriting, claims, broker and bank channels, financial institution partnerships

EDUCATION

B.A., Psychology · CUNY School of Professional Studies