

DESIREE YOUNG

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PROFESSIONAL SUMMARY

Strategic executive leader with 25+ years of experience driving enterprise learning, workforce development, and organizational transformation across higher education, corporate, and technology sectors. Experienced in leading strategy, operations, and talent initiatives that integrate diversity, inclusion, and belonging into organizational performance. Expertise in hiring, coaching, and empowering cross-functional teams; launching scalable online and blended learning portfolios; and developing employer-aligned programs that create equitable career pathways. Skilled in building partnerships across academia, industry, and government to drive growth, innovation, and measurable results.

EXPERIENCE

IronCircle

Columbia, Maryland
June 2024 - Present

Chief Learning Officer

- Architect and execute the company's core strategy in partnership with the CEO, ensuring alignment with evolving market dynamics, partner ecosystems, and overarching business objectives.
- Build inclusive learning ecosystems that align education with evolving market demands while expanding access and opportunity for diverse communities.
- Drive product innovation and market growth by leveraging insights on emerging trends to guide the R&D roadmap, business development initiatives, and strategic partnerships.
- Establish and oversee a robust performance management framework, creating strategic plans for partner management, operational compliance, risk mitigation, and budget/resource allocation to ensure scalable and sustainable growth.
- Champion a data-driven culture of excellence by implementing KPIs and advanced analytics to measure program efficacy, inform strategic learning investments, and guide company-wide product and operational decisions.
- Elevate the company's industry authority through direct thought leadership, including keynote speaking, content creation, and public advocacy for best practices, directly influencing brand perception and market positioning.
- Foster executive-level collaboration and organizational development as a key member of the executive team, guiding product strategy and cultivating a company culture centered on innovation, continuous learning, belonging, and cross-functional partnership.

IronCircle

Columbia, Maryland
June 2021 - June 2024

Global Executive Vice President Partnership & Strategic Initiatives

- Partnered with education institutions, corporations, non-profits, and government units to offer technology transformational training programs that will shape the next sustainable and dependable workforce.
- Identified funding options to provide opportunities to the underserved communities to build a diverse talent pipeline.
- Developed and executed strategic plan to grow and expand partnerships, programs, and revenue streams.
- Developed and managed talent within the department for continuous improvement personally and professionally
- Developed processes and procedures for continual innovations and drives the use of best practices and workflow in partnership growth and program development.

University of Miami

Coral Gables, Florida
Jan 2016 - June 2021

Executive Director, Programs | Enrollment Management | UOnline

- Directed a comprehensive academic portfolio spanning non-credit programs, UOnline graduate degrees, and enrollment management, establishing strategic vision and operational excellence across 50+ on-ground and online programs.
- Spearheaded portfolio growth initiative by architecting and launching innovative credit and non-credit programs, from market viability analysis through curriculum development and full implementation.
- Orchestrated data-driven strategic planning by establishing key performance metrics, directing benchmarking studies, and leveraging Salesforce analytics to guide resource allocation and achieve enrollment targets.
- Built and led high-performance teams through the recruitment, mentorship, and development of enrollment management and program staff, fostering a culture of collaboration, inclusivity, and continuous improvement.
- Forged key institutional and external partnerships with internal schools/colleges and community business leaders to develop collaborative certificate programs and expand market reach.

University of Miami

Coral Gables, Florida
June 2011 - Jan 2016

Executive Director, Office of Professional Advancement

- Architected and launched a comprehensive portfolio of professional certificate programs, from initial market analysis and curriculum design through full implementation, establishing a new revenue-generating division for the organization.
- Championed data-informed strategic planning by directing comprehensive benchmarking studies and financial analysis for all new and existing programs, ensuring competitive positioning and long-term viability in both on-ground and online markets.
- Orchestrated full P&L accountability for the program portfolio, preparing and managing multi-year operating budgets, precise financial projections, and directing budget execution to align with strategic growth objectives.

- Led integrated, multi-channel marketing strategy by partnering with the marketing department to develop and oversee annual marketing budgets and high-impact campaigns, directly fueling enrollment growth and brand recognition for over a decade.
- Provided executive oversight for all program delivery across digital and in-person formats, ensuring operational excellence, consistent quality, and the achievement of key performance metrics.

University of Miami

Coral Gables, Florida

April 2007 - June 2011

Director, Office of Professional Advancement

- Launched and scaled a multi-disciplinary professional education portfolio across high-demand fields (Paralegal, HR, IT, Transportation, Financial Planning), directing all aspects from curriculum design with subject-matter consultants to full-scale on-ground and online delivery.
- Built and led a high-performing operational department, including the recruitment, mentoring, and management of both administrative staff and instructional faculty to ensure program excellence, inclusivity, and student success.
- Drove portfolio growth and market penetration by developing and executing integrated marketing strategies and campaigns, and by forging strategic partnerships with community businesses and professional associations.
- Assumed full P&L responsibility for the division, preparing and managing combined program and marketing budgets, financial projections, and vendor contracts to optimize resources and ensure fiscal health.
- Implemented a data-driven management framework utilizing Salesforce CRM to track key metrics, perform robust analysis, and generate executive reports that informed strategic decisions and continuous improvement.

St. Thomas University

Miami, Florida

Aug 2008 - Aug 2009

Adjunct Instructor – Organizational Behavior

- Instructed undergrad Organizational Behavior Course

City College

Miami, Florida

Oct 2000 - April 2006

Director of Education

- Provided comprehensive academic and operational leadership for the institution's core Associate and Bachelor's degree portfolio, including Business, Legal, Healthcare (Medical Assisting, EMT), and Investigative Services, ensuring rigorous standards and program viability.
- Built, developed, and led all academic personnel, including faculty and department chairs, through strategic hiring, training, and performance management, while fostering a culture of continuous improvement through regular meetings and professional development sessions.
- Guaranteed institutional compliance and accreditation excellence by maintaining all regulatory standards, overseeing the compilation and submission of critical state and federal reports and serving as the primary steward for accreditation requirements.
- Drove curricular innovation and academic quality by personally researching, evaluating, and revising all instructional materials and textbooks, and by designing the master course schedule to optimize resources and student progression.

- Championed student success and retention through a direct-advisor model, monitoring satisfactory academic progress, resolving issues across departments, and overseeing key support services (Registrar, Library) to create a cohesive educational experience.

EDUCATION

GRAND CANYON UNIVERSITY

Doctor of Education in Organizational Leadership-Anticipated Candidate

VALDOSTA STATE UNIVERSITY

Master of Public Administration in Policy /Human Resource Management

UNIVERSITY COLLEGE OF BELIZE

Bachelor of Science in Business Administration

ST. JOHN'S COLLEGE

Associate of Science in Arts

SKILLS

- Strategic planning and execution
- Program development and execution
- Cross-functional management
- Innovative Team collaboration and Coaching
- Partner Management and growth
- Organizational development

CERTIFICATES

- IronCircle, 2022-2024, Unconscious Bias, Avoiding Retaliation, Cultural Competency, Diversity, Inclusion & Sensitivity, Employment Law Essentials, Managing Difficult Employees, Microaggressions in Workplace, Preventing Discriminations
- Accreditation Council for Continuing Education & Training, 2019, Accreditation workshop: Accreditation Policies and Compliance
- UNIVERSITY OF MIAMI, 2007-2019, Completed 48 professional trainings, Emergenetics, Train the Trainer, MS Project Server with SharePoint, Management Basics and MS Project
- Florida Blockchain Foundation, 2019, Supply Chain 2.0
- Association for Professional, Continuing and Online Education (UPCEA), 2016, The Summit for Online Leadership
- Association for Professional, Continuing and Online Education (UPCEA), 2015, Emerging Leaders Program

REFERENCES

References available upon request