

JAKE EPLEY

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PROFESSIONAL SUMMARY

High-achieving leader with experience facilitating team accountability to achieve organizational objectives, business growth, and employee morale. Proactive communicator with ability to excel in demanding situations and providing value-added solutions. Strengths include:

PROBLEM SOLVING - experience advising Executive Management on operating and departmental inefficiencies

LEADERSHIP - led multiple teams with wide variety of backgrounds in high-pressure environments

COMMUNICATION - constant team player that is willing to contribute, listen, and compromise

PROFESSIONAL EXPERIENCE

Park Center, *Member Supervision*, Nashville, TN

Jul 2017 - Current

Culinary Unit Coordinator

Supervise all Culinary Services to prepare and serve 50+ members diagnosed with a severe and persistent mental illness lunch each day

- Emphasize member strengths and independent skills development through coaching and training
- Follow Health Department standards, inventory control, and order all food and equipment within budgetary guidelines

Nolan Transportation Group, *Inside Sales*, Nashville, TN

Jan 2017 - May 2017

Account Manager

Generated new and existing business while managing full sales process and all operation components of individual book of business

- Executed independent judgment and responsible for rate negotiation, managed customer/carrier relations, and evaluated changing demands
- Collaborated with cross functional teams on pricing strategy and account implementation plans

Knight Transportation, *Operations Management*, Lebanon, Tennessee

Jul 2012 - Aug 2016

General transportation management and production supervision with effective stakeholder communication. Repeatedly recognized for top performance through promotions and selection for high-priority initiatives.

Operations Specialist, Lebanon, TN (March 2016 – August 2016)

- Analyzed division operational structure and made adjustments to improve processes
- Built cooperative and positive working relationships with assigned fleet to maximize driver retention

National Weekend Manager, Phoenix, AZ (June 2015 – February 2016)

- Promoted to oversee company weekend planning production and national service to increase revenue opportunity
- Reported directly to Senior Leadership in management of fourteen Planning Managers responsible for Fri-Mon load planning execution
 - Selected Accomplishment - Achieved 95% On Time Service for an average of 3,200 Fri-Mon outbound freight shipments

Operations Manager, Phoenix, AZ (January 2014 – June 2015)

- Promoted to provide supervision of Driver Managers to ensure efficient division quarterly Operating Ratio by achieving revenue goals
- Created and analyzed financial and operation reports to determine opportunities to increase production
 - Selected Accomplishment - Lowered Operating Ratio month over month while adding 15 new trucks to division P&L by June 2015

Driver Manager, Phoenix, AZ (July 2012 – January 2014)

- Managed fleet operations of 30-50 commercial truck drivers and daily production monitoring of assigned assets
- Conducted periodic reviews of driver safety, scheduled home time, and production performance

Gannett Company, Inc., *Business Development*, Phoenix, Arizona

Oct 2011 - Jun 2012

Online-advertising direct sales functions, prospect sales presentations, client relationship development, contract negotiations, and client on-boarding fulfillment

Acquisition Representative (February 2012 – June 2012)

- Presented and positioned Gannett Local's full suite of services as a catalyst to business's advertising Return On Investment
- Exceeded monthly quotas of \$6,500 in new business launched

Sales Development Representative (October 2011 – February 2012)

- New business development functions, including generating qualified appointments through cold calling and targeted client prospecting
 - Selected Accomplishment: First company wide promotion to Acquisitions Team

Southern Wine and Spirits of America, Inc., *Outside Sales*, Phoenix, Arizona

Dec 2009 - Sep 2011

Chain Sales Representative

Oversaw network of top-tier chain accounts through effective territory management to increase product volume

- Built and extended the trust and confidence of the retailer by collaborating with buyer to determine appropriate products to address needs
- Proactively planned sales efforts to current market conditions and communicated recognized advantageous opportunities with Division Managers
 - Selected Accomplishment: Partnered with local Kawasaki dealer to secure 200 case wine floor display in top Arizona Kroger store with 4x4 piece

Alliance Beverage, *Account Management*, Phoenix, Arizona

Jun 2009 - Dec 2009

Sales Support

Partnered with Territory Manager and preformed sales support functions to build key account relationships

- Served as main liaison between Area Manager and assigned Territory Sales Representative

EDUCATION

Northern Arizona University

Bachelors of Science in Hotel and Restaurant Management, December 2008

Minor in Business Administration

Activities: Pi Kappa Alpha (President Spring 2008 - Fall 2008)

Recent Coursework:

Project Management: The Basis of Success (October 2016) - Coursera (University of California, Irvine)

Certifications

First Aid/CPR/AED Certified, American Red Cross, 08/17/2017-08/17/2019