

# TJ Mulligan

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Seasoned convivial outreach enthusiast with expertise in relationship building, customer retention, and driving revenue growth. Proven track record in exceeding sales targets

## EXPERIENCE

**Part Owner, Coordinator | A Clean and Shiny Home**, Montgomery, AL | 05/2020 - present -

- Manages client relationships, maintains website and social media presence, coordinates cleaning schedules and upsells services

**Key Account Manager | RXO Inc.**, Montgomery, AL | 05/2023 - 04/2024

- Managed national accounts as the sole point of contact for freight brokerage services, including quotations, billing, cross-sales, 24/7 service, and outreach.
- Negotiated competitive terms, leveraging market insights and relationships
- Developed and maintained strong internal and external connections to drive high sales volumes, profitability, and increased retention

**Sales Representative | Clearsales.us**, Remote | 03/2023 - 12/2023

- Identified and educated customers on a diverse line of products, from cold outreach to in person demonstrations
- Maintained a sales territory, produced marketing materials - websites and flyers

**Financial Relationship Consultant | Regions Financial**, Montgomery, AL | 01/2022 - 01/2023

- Met and exceeded sales goals through proactive outbound and inbound sales strategies. - Processed loan and credit applications efficiently, handling sensitive financial transactions securely.
- Trusted advisor of finance and credit matters for businesses and individuals

**Bar Manager | 200 Fifth**, Brooklyn, NY | 2006 - 2020 - Obtained regular work at countless high-end, high-volume locations and events through personal website 'www.excellentbartender.com'

- Managed daily operations, created events, menus, schedules, recipes while maintaining customer retention in high-traffic environments
- Developed immediate strong rapport with guests, and detailed memory of their preferences
- Resolved conflicts and handled unpredictable situations acting as a key part of the neighborhood's social fabric.
- Won new business through cold outreach to host local events

**Lead Bartender | Buffalo Wild Wings**, Brooklyn, NY | 2006 – 2011

- Dependably chipper, efficient, and fair at the busiest location of 500 stores, while maintaining strict Buffalo Wild Wings standards.

- Received two 'perfect' secret shops, exceeded sales and inventory goals
- Assisted with inventory, scheduling, training

## CERTIFICATIONS

- The Art of Sales: Mastering the Selling Process, Northwestern University, May 2023
- Salesforce Sales and CRM Overview, March 2023
- SAFE certified for banking (NMLS # 2301420)
- TIPS Alcohol Service
- Public Notary
- Miami University, Ohio (Coursework toward Computer Information Technology)
- Lakota West Highschool, West Chester, OH (AP Psychology, Statistics)