

# Nicholas Lee Deignan

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443-823-9101

## WORK EXPERIENCE

### Iron Peak Logistics

January 2022–December 2022

#### Senior Logistics Coordinator

Denver, CO

- Weekly account management of more than thirty truck drivers, while continuously delivering support to the existing team members on their accounts
- Negotiated rates with twenty customers to increase company margins by 66%
- Consistently met high priority deadlines for both shipments and internal projects
- Researched current markets and industry competitor rates to assist the sales team with customer negotiations
- Collaborated with cross functional teams to create new and amend existing company policies
- Led the development of a new hire training manual by identifying goals and objectives and delegating tasks to peers

### Pandemic Employment

June 2020–August 2021

#### Angie Leads Sales and Marketing Specialist

Lexington, KY

- Successful B2B sales with 100% cold calling and multiple one-call closes
- Increased customer ROI by building webpages to market their services

#### AT&T Sales and Customer Service Representative

Lexington, KY

- Sold the latest communication technology and resolved customer conflicts

#### Route America Project Lead

Frankfort, KY

- Coordinated the scheduling, booking, and price negotiation for transportation escort car services

#### Dick's Sporting Goods Golf Specialist Sales Representative

Lexington, KY

- Acquired product expertise on a variety of product lines to optimize sales

#### YMCA of Kentucky Swim Instructor

Lexington, KY

- Developed lesson plans and learned teaching techniques in order to implement a successful swimming curriculum

### Total Quality Logistics

June 2019–May 2020

#### Sales/Logistics Account Executive

Lexington, KY

- Built and managed a book of business of twenty-five plus customers with responsibility for the entire logistics process which included rate negotiations with customers and freight companies, tracking shipments, and resolving claims to ensure superior customer satisfaction

#### Sales Trainee

- Extensive cold calling and lead generation
- Consistently met or exceeded weekly sales goals

## EDUCATION

### University of Kentucky College of Arts and Sciences

Lexington, KY

#### Bachelor of Arts in Psychology

Graduated May 2019

## COMMUNITY ENGAGEMENT

#### Total Quality Logistics

June 2019–May 2020

- Charity Captain responsible for organizing various fundraising events for a sales team with fifty plus members

#### Kappa Alpha Order Fraternity

September 2016–May 2019

- Organized fundraising activities to support Muscular Dystrophy

#### Volunteer Service Trip Costa Rica

Spring 2018

- Taught English to elementary school aged children

## SKILLS AND INTERESTS

- Broker Pro, Sales Drip, RingCentral, Quick Books, Microsoft Excel, Word and PowerPoint, and Google Workspace
- Customer relationship management, project management, strong written and verbal communication skills, prospecting, negotiating, goal-oriented, self-motivated, team player, eager to learn, adaptable, strong attention to detail
- Snowboarding, hiking, reading, powerlifting, cooking, traveling, attending concerts, watching baseball and basketball