

Jake Frantzen

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Experience

Director of Intermodal - PLS Logistics

Aug. 2018-Present

- The building & maintenance of a new department & Chicago office/branch.
- Accountable for the production & promotion of several educational & marketing pieces.
- Teaching & applying pristine selling strategies to existing employees for a product/concept that is brand new to PLS.
- Closely coordinating with the CFO & compliance team to construct a carrier-onboarding agreement & legal process.
- Cutting costs by evaluating various sales accounts & converting their business to be serviced through the railroad.

Intermodal Operations Manager - RR Donnelley & Sons

Oct. 2016 - Aug. 2018

- Was responsible for the building, booking, appointment setting & overview of loads within the company's internal FMS.
- Handled a large number of disputes & urgent requests simultaneously while being able to prioritize, apply critical thinking & sustain the communication flow with all involved parties.
- Updated company files, records & logins, to safeguard accurate data was provided to clients & other members of RR Donnelley.
- Reviewed & implemented legal shipping regulations to ensure that the company, as well as carrier & customer base was within compliance.
- Developed relationships with many internal & external customer sales & carrier representatives to drive business retention.

Truckload & Intermodal Pricing Analyst - RR Donnelley & Sons

Feb. 2016 - Aug. 2018

- Analyzed pricing & market patterns within the freight industry & applied them into daily pricing requests.
- Arranged for & negotiating spot & dedicated pricing on a large number of bids & projects.
- Worked meticulously with Accounts Payable & Accounts Receivable, at both RR Donnelley & partner companies, to ensure accurate invoicing & accompanying paperwork was being provided, updated & recorded in a timely manner.
- Operated in an extremely fast paced environment with a high volume of strict quote deadlines & information requests, while being able to offer an extraordinary level of customer service & professionalism.
- Was responsible for the conception, construction & maintenance of the pricing analyst role while training & offering day-to-day support for newer hires.

Account Executive - Command Transportation

May 2014 - January 2016

- Managed daily operations of end-to-end supply chain.
- Actively built & managed an extensive network of carriers with a vast array of equipment & services.
- Responsible for signing up hundreds of carriers with the company including DOLE's private fleet, through continuous research, networking, direct contact & customer inquiries.
- Anticipated cost, schedule, & quality impacts to avoid disruptions & ensure customer satisfaction.
- Was selected to represent the company at various trade shows & events including NASTC's annual conference.
- Understood & kept in compliance with trucking safety protocols for dry, refrigerated, & hazardous commodities.

Sr. Lead Account Executive - M4i, Inc.

Nov. 2013 - April 2014

- Built relationships with numerous small to medium sized businesses through in person cold-calls.
- Processed & expedited orders at the customer's request while following up with them & other existing clients within a timely manner.

Education & Professional Activities/Affiliations

Bradley University, Peoria, IL

Bachelor of Science in Communications; Minor in Marketing.

Concentration: Electronic Media

- Member of Chicago Traffic Club.
- Member of Chicago Young Professionals.