

TJ FLAHERTY

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Sales and Account Management Professional, experienced across distribution channels, with outstanding ability to identify client needs, develop innovative solutions that nurture long-term client relationships, and drive record revenues.

- Sales Planning/Forecasting
- Leadership/Communications
- Strategic Business Development
- Financial Savvy/Budget Mgmt
- Solutions Driven/Trust-Based Sales
- Program/Project Mgmt

PROFESSIONAL EXPERIENCE

The Kraft Heinz Company New York, NY 2017 – Present

Major Account Manager – National Accounts

Generate profitable sales by selling solutions that meet the customer's needs. Manage the opportunity pipeline effectively, identifying the biggest and most likely opportunities in the territory and spending time disproportionately against them.

- 2020-21 – Manage \$40mm in Revenue across Multiple Segments – Lodging, Cruise Lines, Entertainment & Vending. Responsible for Partnership building and Account Management as well as account penetration for conversion & other opportunities within Customer Base.
- 2019 – Managed \$18mm in revenue in Non-Commercial Lodging segment w/ focus on Micro Markets & C-Stores
 - \$2.7mm incremental Revenue in H2 2019
- 2018 – Revenue \$15.5 mm in sales in 2018 growing revenue 5% over target & 3.3% over prior year
 - \$764k in Average Growth per Distributor
 - \$9.6mm in Revenue with Top Distributor resulting in a 2% year over year growth
- 2017 – Revenue \$15mm 5.6% over target & 17% over prior year
- Build effective proposals based on customer needs, consumer insights and the customer's decision criteria driving growth over 20% for 3 Distributors resulting in \$2.45mm in sales
- Prepare, present and own the bottom-up sales planning process for assigned territory while taking accountability for delivering against sales targets using tools such as QBR, JBP's, Salesforce, Datassential, & PDCA

TRULY GOOD FOODS New York, NY 2014 – 2017

Territory Manager

Spearhead development of new Northeast sales territory, managing all aspects of sales cycle from business development strategy and prospecting through close, including contract negotiations and account management. Collaborate with leadership team on key issues, forecasts, budget development, competitive landscape and sales strategies.

- Transformed NY market to one of largest territories within first year, leveraging market knowledge and industry relationships to achieve record new business development, ultimately growing revenue from <\$60K to \$1.6mm
- Doubled account base to 225 in second year, increasing record first year levels by additional 60%+
- Built market penetration and long term relationships through high-level service and competitive solutions in major sectors: corporate cafeterias, sports venues, and hotels with key accounts such as Bloomberg Financial, SSP American and Twitter
- Territory Manager of the Year Award 2015-16; received top sales award out of 65 candidate pool
- Closer of the Year 2014 & 2015

SODEXO-DELTA SKY CLUB JFK Jamaica, NY 2011 – 2014

General Manager

Led operations, including financial, budget, HR/Staffing, purchasing, compliance and quality assurance; planned and executed all aspects of first full service automated dining program within the Delta Sky Club nationwide system.

- Managed 12-month project to open new operation in Terminal 4, including seamless transition from existing terminal to best-in-class facility with expanded dining options and state-of-the-art technology, premiering new model and achieving highest per-passenger sales within Sky Club system
- Worked closely with client, architects, builders and IT staff to design food service offerings and high-tech innovations
- Maintained Terminals 2-3 facilities throughout process, managing P&L, budgets, quality control and HR management
- Direct reports included Executive Chef, Operations Manager/Supervisors, Controller, and oversight of 80 staff members; member of Aviation Strategic Planning Group developing overall corporate growth strategies

RESTAURANT ASSOCIATES New York, NY 2005 – 2006, 2009 – 2011

Led all aspects of operations for multi-million-dollar food service venues in NYC market, responsible for P&L, budgets, food service design and delivery, HR, hiring/staff development, purchasing, compliance, and KPI reporting.

Director, Cafes – The Metropolitan Museum of Art 2010 – 2011

Led six-person management team and 55 staff members in for four cafes in Metropolitan Museum of Art with revenues totaling \$12.2mm p.a.; acted as project manager for all new Met unit openings.

- Led cost saving initiatives resulting in 15% increase in EBIT, including product cost reduction of 3% against budget

Project Manager, Bon Appétit Cafe – Fashion Week Pop Up Cafe 2010

Led planning and execution of five-day pop-up cafe sponsored by Bon Appétit for Fashion Week at Lincoln Center, managing team of 8 managers and 15 associates, exceeding expectations in food quality, presentation and service.

- Achieved +8% above projected earnings and 5% under total budgeted costs

Director of Food Service, Circle Line Cruises 2009 – 2010

Managed all food services for sightseeing cruises, including staff, product/service quality control, and all operations.

- Achieved significant cost reductions, including 30% product and 25% labor savings, contributing to 30% profit margin

Purchasing Director, Table 1280 Atlanta, GA 2005 – 2006

Managed all food and beverage ordering for Fine Dining restaurant, multi-unit catering facility, cafe and coffee bar.

- Responsible for \$3mm annual budget; improved scheduling, staff training, and performance standards

EDUCATION & ADDITIONAL

SUNY, PLATTSBURGH Plattsburgh, NY 2001

B.S., Hotel, Restaurant & Tourism Management | Minor: Business Administration

SOFTWARE: Salesforce, Datassential, Micros, Open Table, Posi-Touch, RMS, Microsoft Office Suite

COMMUNITY: Adaptive Sports Foundation – Advancement & Development Board member, Disabled American Veterans, Wounded Warrior Project