

Chris Allen

Summary

Results driven executive and co-founder with over five years of experience building, scaling, and operating a multi location third party logistics company from the ground up. Proven leader with end to end ownership of operations, sales, customer experience, technology, hiring, and process design. Deep understanding of how all parts of a business connect, from revenue generation and pricing strategy to warehouse execution and customer retention. Known for clear thinking, decisive leadership, and the ability to step into any function of the business when needed. Thrives in fast paced, high accountability environments and brings a builder's mindset to everything undertaken.

EXPERIENCE

TC Logistics

Co Founder and Chief Operating Officer

2019 – Present

- Co founded and scaled a third party logistics company from two customers to nearly 40 employees across three warehouses totaling over 230,000 square feet
- Lead all sales conversations from first call through close, onboarding, and long term account expansion, acting as the primary relationship owner for key customers
- Built pricing models and sales frameworks that balance margin, value, and long term partnership, generating multi six figure annual accounts
- Serve as trusted advisor to ecommerce and consumer product brands, translating operational complexity into clear, compelling solutions
- Retained major enterprise customers generating over \$100K per month through proactive communication, performance transparency, and relationship management
- Collaborate closely with marketing, operations, and customer success teams to ensure promises made in sales are executed flawlessly
- Represent the company in customer visits, facility tours, trade conversations, and high stakes renewal discussions
- Closed and managed relationships with brands across health, wellness, consumer goods, furniture, and specialty retail
- Developed custom proposals and presentations tailored to each customer's growth goals and operational needs
- Negotiated contracts, service level agreements, and pricing adjustments while maintaining strong long term relationships
- Consistently turned dissatisfied prospects from competitor experiences into loyal long term customers
- Known for a calm, confident, and authentic sales style that builds trust

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Education

SUNY Albany

BA Communications

2010-2014

Activities and societies:

Spellman Award, Lambda
Pi Eta Honors

SKILLS

+Executive Leadership and Strategy

+Business Operations and Scaling

+Sales, Pricing, and Revenue Growth

+Customer Experience and Retention

+Process Design and Optimization

+ Cross Functional Team Leadership

+Hiring, Training, and Performance Management

+Technology and Systems Implementation, B2B Software and API integrations.

+Financial and Operational Decision Support

+Contract Negotiation, SLA Development, and SOP development.

+Website Development