

# Neal Willis

## Professional Summary

Transportation, logistics, supply chain, and sales professional with a proven record of problem-solving. Detail oriented with a strong work ethic committed to organizational goals. Quick learner who accepts responsibility.

## Objective

Seeking a career opportunity to make a positive impact while building meaningful and lasting relationships helping both individuals and the organization accomplish goals.

## Key Skills

- Microsoft Office • PowerPoint • Excel • Word • Salesforce • HubSpot • EDI • APIs • CRM • TMS • Data Analysis • Contracts • Rate Negotiation • Pricing • NMFC • Sales • Customer Service • Key Account Management • Certified Claim Professional (CCP) • Notary Public

## Employment

Gathering tools and equipment for service technicians, repairing and installing HVAC and electrical systems, basic carpentry, gas piping, wiring, hanging light fixtures, clean-up of debris and materials from work sites.

Director of Carrier Relations      Kuehne + Nagel Inc.      Fall River, MA      April 2007 - March 2023

Managed extensive travel schedule while working remotely developing and nurturing C-level relationships. Attended trade shows, procured service and software partners, and led pricing and freight rate negotiations. Responsible for retention and growth of strategic accounts with over \$300 million annual revenue. Supervised freight claim department working with all stakeholders to resolve claims. Scheduled, attended and conducted onsite business review meetings with clients and carriers. Created and delivered presentations. Identified customer needs and developed supply chain solutions. Facilitated integration of multi-modal freight rates into customer facing and back office systems such as online shopping carts, Accounting, ERP, CRM platforms. Maintained market awareness through data analysis and continuing education.

*Inside Sales Representative*      *United Parcel Service*      *Greenville, SC*      *January 2006 - April 2007*

Managed account base of over 400 customers via phone and email. Exceeded account base revenue growth goals. Coordinated customer visits with outside sales reps. Negotiated account specific pricing. Identified customer technology needs and aided in the implementation of solutions. Trained customers on UPS software and systems. Team representative for the United Way Foundation.

## Education

## Master of Business Administration (MBA)

*Southern Wesleyan University - Central, SC*

## Class President

Bachelor of Science in Business Management

Clemson University - Clemson, SC