

Richard Wills

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Professional Summary

Results-driven logistics and warehouse management professional with over 15 years of experience in inventory control, shipping, and operations. Proven success in reducing costs, improving delivery accuracy, and optimizing workflow efficiency. Strong leadership and analytical skills with a focus on team development, continuous improvement, and operational excellence.

Professional Experience

VMI Technician

Wesco, Charlotte, NC | March 2025 – Present

- Manage customer inventory levels, perform on-site product audits, and process replenishment orders.
- Support e-commerce and VMI initiatives through order accuracy, system updates, and data synchronization.
- Build and maintain relationships with clients to ensure consistent supply and service satisfaction.

Shipping Supervisor

Wolfspeed, Durham, NC | June 2023 – Nov 2024

- Supervised daily shipping operations, team of 10, and carrier coordination for on-time deliveries.
- Increased delivery performance from 75% to 92% and reduced freight costs by 26%.
- Conducted quarterly cycle counts and participated in KPI reviews and improvement projects.

Warehouse Manager

Pool Builders Supply, Raleigh, NC | Mar 2022 – Jun 2023

- Directed warehouse operations, inventory, and order fulfillment for regional distribution.
- Improved order accuracy by 50% and fulfillment time by 15% through layout redesign and process controls.
- Ensured safety compliance and coordinated with suppliers for timely delivery and cost savings.

Inbound/Receiving Manager

Capital Electric, Durham, NC | Oct 2017 – Mar 2022

- Led inbound logistics for high-volume electrical material distribution.
- Managed 9-person team, vendor coordination, and invoice reconciliation.
- Streamlined receiving processes to cut processing times by 25% and reduce shipment errors by 30%.

Warehouse Manager

Pine Environmental Services, Raleigh, NC | Jul 2017 – Oct 2017

- Managed warehouse operations, safety compliance, and staff performance.

Operations Manager

Home Comfort Furniture, Raleigh, NC | Nov 2015 – Jul 2017

- Oversaw warehouse and delivery logistics for furniture distribution.
- Reduced delivery times by 10% and order errors by 25% through route and process optimization.
- Led team of 16 employees and developed standardized operating procedures.

Route Sales Representative

Star Food Products / Maola Milk, NC | 2011 – 2015

- Managed customer accounts, inventory, and route sales.
- Reduced product spoilage from 9% to 1% through improved stock rotation and order accuracy.

Education

Bachelor of Science in Business Administration (Operations Management) – Expected Completion: Summer 2026
Southern New Hampshire University
Focus: Supply Chain, Logistics, and Project Management

Skills

Logistics & Supply Chain Management; Warehouse Operations & Supervision; Inventory Control & Cycle Counting; Process Improvement (Lean Principles); Team Leadership & Training; ERP/WMS Systems (Eclipse, WESNET, eCrib/eStock); Vendor & Carrier Coordination; Data Analysis & Reporting

Certifications

Forklift Certification; Valid Driver's License