

First Last

Import Manager | Customs Brokerage | Customer Service

Phone Number | [Email Address](#) | City, ST Zip | [LinkedIn Profile](#)

SUMMARY STATEMENT

Dedicated, systematic Import Manager with over 15 years of experience. Strong, comprehensive knowledge of procedures, industry terminology, and documentation processes. Self-motivated innovator with record of success in problem resolution. Proven ability to establish and maintain excellent communication and relationships. Able to work under pressure in fast-paced environment. Experienced using Microsoft Office. *Willing to travel.*

CORE SKILLS

Customer Service • Relationship Management • Complex Problem Solving • Excellent Written and Verbal Communication • Attention-to-Detail • Strong Leadership • Interpersonal Communication • Hire, Train, & Develop Employees • Data Entry • Documentation Handling • Organization • Logistics • Analytical • Focused

WORK HISTORY

Company

Import Operations Manager

City, ST

MM/YYYY – MM/YYYY

Company

Import Manager
Import Analyst

City, ST

MM/YYYY – MM/YYYY
MM/YYYY – MM/YYYY

EXPERIENCE

- ✓ Process daily customs duty statements, import air/ocean/border entries, importer security filings, foreign trade zone admissions and withdraws, 7512 bonds, post summary corrections and protests, and payments for terminal handling fees.
- ✓ Resolve issues that may arise that delay release of shipments.
- ✓ Classify commodities with importer's assistance.
- ✓ Execute yearly performance reviews.
- ✓ Handle employee write-ups, when applicable.
- ✓ Update departmental metrics.
- ✓ Supervise a team of five employees.
- ✓ Train new employees on proper protocols and customer service standards.
- ✓ Prepare all legal entity compliance to international trade regulations for import shipments. This includes tracking and tracing shipments with communication with vendors, freight forwarders, customs brokers, transportation carriers to ensure efficient movement of good across borders.
- ✓ Ensure clearances are processed timely, accurately, and with proper documentation.
- ✓ Act as liaison between potential clients, current customers, import staff, customs, and the ultimate consignee with other departments.

EDUCATION

Customs Brokerage License
College

(in progress)
Area of Study: General Business