

Petra E. Douglass, LCB

Accomplishments

- Licensed Customs Broker, passed U.S. Customs Broker Exam in 2009 on first attempt.
- Demonstrated expertise in the Customs Duties CFR Title 19, the Export Administration Regulations CFR Title 15, and the Foreign Trade Regulations.
- Completed various international trade related course work on Compliance Management Programs, U.S. Export Controls, Federal Trade Regulations, and Rules of Origin.
- Attended U.S. Government sponsored trade conferences such as the 2012 CBP Trade Symposium and the 2012 BIS Export Update Conference. Current on regulatory changes and applied to daily operations.
- Improved company's level of compliance with export regulations by assessing existing processes, performing internal audits, and establishing new procedures. Gained support from and worked with Legal, Customs, Accounting, Logistics, Pricing, and IT departments on streamlining processes and implementing operational and systems changes.
- Managed Free Trade Agreement projects (NAFTA, UCFTA, and UAFTA), generating annual savings of over a quarter million dollars for main Distributor. Implemented new approach to the selection criteria to maximize ROI.
- Developed and managed strong relationships with suppliers, logistics service providers, manufacturing plant, parent company Fuji Heavy Industries, and business partners in Japan, Australia, and Canada.
- Received "Exceptional" rating in Annual Performance review over the last three years.

Professional Experience

Export Compliance and Operations Specialist – Subaru of America, Inc. • 2010 – Present

- Manage operational activities and establish procedures to comply with the U.S. Export Administration Regulations by the Bureau of Industry and Security and regulations administered by the U.S. Census Bureau, the Office of Foreign Assets Control, and the U.S. Customs and Border Protection.
- Conduct monthly internal compliance audits on operational processes, documentation, electronic export information filing, and address issues with warehouses, coworkers, and freight forwarders. Initiate, coordinate, and implement systems and process changes with IT, warehouse, and service providers to increase efficiency and ensure compliance.
- Collaborate and establish new procedures for exports handled by the Logistics and Customs departments, provide feedback to increase compliance and work towards consistent, company-wide export controls. Train export team, shipping departments, Logistics and Customs personnel on export regulations.
- Analyze Export Control Classification (ECCN) regulations and licensing requirements, establish framework for reviewing and classifying exported parts. Manage Denied Parties screening, assist in HTS/Schedule B classifications, and Country of Origin determinations.
- Research new Free Trade Agreements (FTA) with Korea and Australia, educate and provide supporting materials to manufacturing plant and suppliers on regulations. Lead and manage annual FTA project to certify exported parts to Canada, Mexico, Chile, and Australia. Ensure consistency and accuracy of certificates. Liaise with Customs and Pricing managers as well as Imex service provider to address HTS classification and Country of Origin discrepancies.

Export Sales Specialist – Subaru of America, Inc. ▪ 2007 - 2010

- Devised strategy to promote new U.S. sourced global accessories to key markets such as Japan, Australia, Canada, and Europe. Analyzed business plans for sales opportunities, researched and promoted new products, obtained market requirements and ensured they were taken into account in the product specifications.
- Procured initial orders, coordinated to meet various launch schedules in export markets, and contributed to the successful launch of new models. Led monthly meetings and managed information flow for the development of global accessories for all models with main Distributors, and other departments such as Product Development, Sourcing, and Purchasing.
- Developed department guides to streamline processes and provided training to employees on systems and procedures. Coordinated with IT to address and resolve systems issues as well as assisted with upgrades of Oracle, RPM, OBI, Discoverer, and Red Prairie warehouse system.

Business Analyst – Subaru of America, Inc ▪ 2005 - 2007

- Conducted meetings with business owners to gather requirements for the implementation of the customer relationship management tool Siebel Marketing and Siebel Call Center. Compiled business requirements, defined and designed marketing reports. Acted as a liaison between technical team and software users to balance business needs with technical capabilities. Managed functional tests of the application and explored opportunities to foster new business.

Customer Service Representative – Subaru of America, Inc ▪ 2002 - 2005

- Addressed and resolved customers' concerns, provided information on product selection, promotions, corporate information and supplied feedback to various departments throughout the organization.

Sales Representative – Verizon Information Services ▪ 2002

- Developed new business to sell print and online products. Assessed client needs and customized advertising programs.

Buyer – Burlington Coat Factory ▪ 1999 - 2002

- Promoted from Assistant Buyer to Buyer. Managed an \$8+million business, including sales plans for eight product categories. Oversaw budgets and analyzed sales as well as customer buying patterns. Selected and placed purchases, controlled price changes, negotiated costs and set retail prices.

Education and other Proficiencies

- B.A. in International Business and Marketing - Olivet College, Olivet MI
- Graduated Summa Cum Laude with a G.P.A. of 4.0 on a 4.0 scale, May 1999
- Customs Broker License, April 2011
- Proficient in Oracle, Warehouse Management System (RP), Oracle Business Intelligence (OBI), Retail Parts Management (RPM), Discoverer Plus, Excel, PowerPoint, Access, and Siebel Marketing & Analytics application.
- Native level fluency in German and Hungarian.