

# LAURA WEBSTER

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## Professional Experience

### **Global Logistics and Trade Compliance Manager – Cyan, Inc. – Petaluma, CA** **2011 – Present**

- Establish and lead a cross-functional compliance team to implement trade compliance policies and procedures.
  - Apply international trade compliance regulations and best practices to the global export and import of networking, telecommunication and data storage commodities; utilize HTS, SNAP-R, AES, Incoterms, trade management and compliance software, EAR, FTR, OFAC, BIS, Department of Treasury databases.
- Advise business units on how to handle international sales transactions (e.g. how to vet letters of credit, screen designated parties, negotiate and define delivery terms in contracts, and submit encryption registration applications to BIS).
- Create, compile and archive export/import documentation (commercial invoices, SLI, entries, PODs, carnets, etc.)
- Build and maintain database of commodities, HTS, ECCN, country profiles, trade classifiers and other export information.
- Oversee C-TPAT program entry and participation; maintain company's certification.
- Manage freight forwarder and customs broker relationships; generate RFQs, routing guides, 3PL contracts and service agreements; negotiate rate schedules; track performance metrics to achieve cost savings and valuable partnerships.
- Implement internal logistics processes, training courses and manuals for fulfillment and supply chain team members.
- Develop automated functions in ERP system with systems specialists to yield comprehensive process and information flows.

### **Independent Nonprofit Consultant – California** **2010 – 2011**

- Performed strategic planning, grant writing and program implementation consulting for grassroots nonprofits in California that specialize in advancing the rights of migrant farm workers.
  - Programs implemented include: a rural health clinic collaborative in Santa Cruz County and indigenous languages interpretation services in Santa Barbara County.

### **Community Relations Specialist – Driscoll's – Watsonville, CA** **2006 – 2010**

- Designed and managed corporate community relations and philanthropy programs; oversaw grant making, fundraising, partnerships with grantees, employee volunteerism and social sustainability initiatives.

### **Nanny – Private Estate – Cupertino, CA** **2004 – 2006**

- Provided full-time care for two children during a long-term emergency in a single-parent household.

### **Client Services Manager – Global Ware Solutions – Redwood City, CA** **2002 – 2004**

- Maintained business relationships with four clients; facilitated the process and implementation of paperwork, orders, and service requirements in a fast-paced, fluctuating environment.
- Incorporated proactive processes to report status of services, orders and projects (e.g. facilitated ease of obtaining client feedback via simple and scalable surveys, created Excel templates to show product comparisons and order status).

### **Teacher – The Rose Education Foundation – Momostenango, Guatemala** **1999 – 2000**

- Structured and implemented ESL curriculum for Pre-K through 1<sup>st</sup> grade at startup nonprofit in rural Guatemala.

## Education

California State University, Long Beach <i>Online Certificate Program, Global Logistics Specialist</i>	2015
University of San Francisco <i>Master of Public Administration (MPA)</i>	2010
Brigham Young University-Hawaii <i>Bachelor of Arts (BA): Political Science</i>	2004