

# Petra E. Douglass, LCB

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## Highlights

- Licensed Customs Broker since 2011.
- Demonstrated expertise in Foreign Trade Regulations (FTR), Export Administration Regulations (EAR), Customs Duties, and up-to-date on Export Control Reform (ECR) initiatives.
- Completed various international trade related course work on Compliance Management Programs, U.S. Export Controls, Foreign Trade Regulations, Free Trade Agreements and member of the International Compliance Professionals Association (ICPA).
- Regularly participated in various U.S. Government administered trade conferences such as C-TPAT, CBP Trade Symposiums, and BIS Export Updates.
- Raised 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 to streamline processes as well as implement operational and systems changes.
- Managed Free Trade Agreement projects that generated annual duty savings of over \$380,000 for one customer. Implemented new approach to the selection criteria to maximize ROI.
- Developed and managed strong relationships with suppliers, logistics service providers, manufacturing plant, parent company, and business partners in Japan, Australia, and Canada.
- Consistently received "Exceed Expectations" and "Exceptional" annual company performance ratings over the last five years.

## Professional Experience

### **Export Compliance and Operations Manager** – Subaru of America, Inc. • 2013 – Present

- Direct, manage and control the company's overall Export compliance to ensure compliance with regulations administered by the U.S. Bureau of Industry and Security (BIS), the U.S. Census Bureau, the U.S. Office of Foreign Assets Controls (OFAC), and the U.S. Customs and Border Protection (CBP).
- Establish, communicate and implement company-wide policies and procedures to comply with regulatory requirements.
- Perform monthly internal compliance audits of all company exports; provide feedback and guidance on any issues and take corrective action as needed.
- Oversee compliance audits of the Electronic Export Information (EEI) filings submitted by freight forwarders.
- Provide ongoing export compliance training to company personnel.
- Manage Denied Party Lists (DPL) screening of customers and business partners, review potential matches and make determination on how to proceed.
- Initiate, coordinate, and implement systems and process changes with IT, warehouse, and service providers to increase efficiency and meet business and compliance demands.
- Lead implementation of new Global Trade Management (GTM) system from a functional compliance perspective for Exports.
- Maintain working knowledge and manage annual Free Trade Agreement projects to promote export sales to customers in Canada, Mexico, Chile and Australia.
- Create and collaborate with other departments to maintain the company's Export Compliance Manual and communicate results to employees.

## **Export Compliance and Operations Specialist** – Subaru of America, Inc. ▪ 2010 – 2013

- Managed operational activities and established 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.
- Conducted monthly internal compliance audits on operational processes, documentation, electronic export information filing, and addressed issues with warehouses, coworkers, and freight forwarders. Initiated, coordinated, and implemented systems and process changes with IT, warehouse, and service providers to increase efficiency and ensure compliance.
- Collaborated and established new procedures for exports handled by the Logistics and Customs departments, provided feedback to raise compliance level and worked towards consistent, company-wide export controls. Trained export team, shipping departments, Logistics and Customs department personnel on export regulations.
- Analyzed Export Control Classification (ECCN) regulations and licensing requirements, established framework for reviewing and classifying exported parts. Managed Denied Parties screening; assisted in HTS/Schedule B classifications, and Country of Origin determinations.
- Researched new Free Trade Agreements (FTA), educated and provided supporting materials to manufacturing plant and suppliers on regulations. Directed and managed annual FTA project to certify exported parts to Canada, Mexico, Chile, and Australia. Ensured consistency and accuracy of certificates. Liaised with Customs and Pricing department managers as well as service providers 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 their inclusion in product specifications.
- Procured initial orders, coordinated to meet various launch schedules in export markets, and contributed to the successful launch of new models. Conducted monthly meetings and managed information flow for the development of global accessories for all models with 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 the 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.

## **Education and other Proficiencies**

- B.A. in International Business and Marketing - Olivet College, Olivet MI
- Graduated Summa Cum Laude, 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.