

JASON GRIFFITH

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SKILLS & ABILITIES

- Focused listener with ability to communicate effectively with all levels within an organization
- Analytical thought process with proven record of improving complex work processes
- Strategic supplier relationship and negotiation abilities
- Licensed US Customs Broker License
- Cadence Project Management Methodology

EXPERIENCE

JSR MICRO INC.

APRIL 2014 – CURRENT

TRADE COMPLIANCE AND LOGISTICS PROFESSIONAL

2014-CURRENT

- Responsible for Import and Export Trade Compliance activities in North America including following:
 - HTS and Schedule B Classification – Lead re-classification project to identify over USD \$100,000 in annual duty savings
 - Reconciliation and Duty Drawback Programs
 - Export Compliance Program including Export License applications
 - Implemented Technology Control Plan
 - Implemented ITAR technology requirements plan
 - Freight Forwarder and Broker compliance management
 - Review with consultants as required on trade compliance matters
 - AES and ISF Filings – Implemented ISF Self-Filing
 - Training for all internal employees
- Identify logistic transportation routing, costs, and transit times for new emerging business opportunities with freight forwarders, ocean carriers, and air carriers.
- Continuous process improvement and process documentation for logistics group including international and domestic logistics planning, 3PL warehouses
- Implemented KPI logistics measurements
- Review transportation supplier performances for corrective action and improvement
- Warehouse RF Device Project implementation for onsite warehousing
- Obtained knowledge in SAP and SAP's Global Trade Services for material demand planning, scheduling, and trade compliance
- 2014 President's Award Winner for logistic routing planning of new manufacturing product

ORIENT OVERSEAS CONTAINER LINE (OOCL) USA INC.

2002 – APRIL 2014

CUSTOMER SERVICE PROCESS AND REGULATORY MANAGER

2008-2014

- North America Import Customer Service Ownership including process and procedure development and system support requirements
- Customer Service productivity and performance Key Performance Indicators support driving process, procedure and both internal and E-Commerce system efficiency development
- USA, Canada, and Mexico customs and regulatory compliance coordinator for North America Customer Service and Documentation organization
 - Lead successful implementation of new regulatory regulations such as Automated Export System and 10+2 Importer Security Filing
 - C-TPAT specialist for company

- **Project and Product Manager lead with focus on cost control and training materials for customer service department**
 - Directed cost saving project of over \$500,000 USD by identifying abnormal cost increase and eliminating unnecessary truck transportation costs in supply chain
 - Initiated automated, streamline exception management import process
 - Lead online E-commerce shipment estimated time of arrival product for customers
- **Cross-training Segment in Intermodal Transportation Department for 6 months**
 - Included contract negotiations and vendor management with transportation providers
 - Initiated savings of over \$100,000 USD by optimizing rail operations
- **Local country company website / social media author and publisher**
- **Participated in International Executive Development Program in 2012 obtaining executive business management skills**
- **Recipient of Global Take It Personal Award in 2008 for managing two large customer bankruptcies during economic downturn turning into profit for company**

CUSTOMER SERVICE SUPERVISOR

2005-2008

- **Supervised 8 customer service representatives at the Chicago Customer Service Center to ensure productivity and performance Key Performance Indicators were met along with customer requirements**

CUSTOMER SERVICE REPRESENTATIVE

2002-2005

- **Responsible for the day to day logistical activities of ocean import and export containers**
- **Respond to customer inquiries and service exceptions**

EDUCATION

TEXAS A&M UNIVERSITY, GALVESTON, TEXAS

BACHELOR OF SCIENCE - MARITIME ADMINISTRATION

Magna Cum Laude