

Neal Hanlin

5531 SE Gladstone Street – Portland, Oregon 97206
(971) 295-1895 – neal.hanlin@gmail.com

SUMMARY

- Experienced, motivated, and socially responsible professional with strong business and global supply chain management knowledge; analytical and data-driven decision maker with customer-centric focus, deep consumer knowledge, and international and outdoors skills.
- Highly effective communicator with excellent collaboration, leadership, management, and planning skills that build and maintain relations across and beyond organizations.

PROFESSIONAL EXPERIENCE

Recreational Equipment, Inc., Portland, Oregon

Sales Specialist

December 2017 – Present

June 2015 – July 2017

- Employ my extensive outdoors, backpacking, and first aid knowledge to consult with customers on their equipment needs, promote targeted products and REI Co-op services, and upsell premium products.
- Educate customers on wilderness safety concerns and suggest products that reduce risks in the outdoors. Encourage participation in the REI Member program and embody the REI Co-op values and stewardship spirit.
- Support customer service on equipment returns and provide backup support for frontline cashiers.
- Process, distribute, restock, and organization inventory on the floor and in the warehouse to maintain visual and warehouse standards.

TLR – Total Logistics Resource, Portland, Oregon

Import Supervisor

March 2016 – June 2017

Import Specialist

June 2015 – March 2016

- Led the Import Department as acting manager. Accounted for a \$1.5 MM budget including forecast revisions, supervised four Licensed Custom Brokers and four Entry Writers who processed 615 entries per month, recruited, interviewed, and hired candidates.
- Implemented employee performance reviews and individual development plans that resulted in performance-based raises for four employees and two promotions.
- Spearheaded all department employee improvements including training, process, and system changes to ensure compliance with Customs and Partner Government Agency regulations resulting in higher employee engagement and improved client relations.
- Oversaw specialized traditional brokerage processes that held 2016 annual write-offs below \$10,000.
- Negotiated TLR and trucking service rates to increase import department profits by 10%.

DHL Global Forwarding, West Columbia, South Carolina

Customs Global Account Manager

June 2012 – April 2014

Entry Processing Lead Agent

April 2011 – June 2012

Entry Processor

June 2010 – April 2011

- Implemented a specialized supply chain management solution in 42 countries and managed the global operations of clinical trial pharmaceutical small package shipments.
- Directed and remotely coached five dotted-line Control Tower employees at the DHL Global Service Center in Mumbai, India.
- Monitored \$15 MM in project finances including international invoice payments and duty/VAT wire transfers. Developed an expedited wire transfer payment process that saved \$695,000 in international fees.
- Designed and implemented Quality Assurance auditing and investigation processes to ensure a <5% system error rate.
- Acted as the IT Business Analyst to a customized Oracle Supply Chain Management project solution.
- Reduced transit times from ten to twelve days to eight days through DHL Six Sigma-based improvement initiatives.
- Managed Life Science and Healthcare sector workload, quality, and productivity key performance indicators, maximized individual work distribution for the eighteen member team, and trained entry processors on best practices, DHL systems, industry topics, and customer specific requirements resulting in the maintenance of a <5% team error rate.
- Balanced Customs entry declarations with management needs while surpassing performance expectations by 25%.
- Advised customers on U.S. Customs and Border Protection, Food and Drug Administration, U.S. Department of Agriculture, and U.S. Fish & Wildlife Service regulations.

Orient Overseas Container Line (USA) Inc., Cerritos, California

Account Executive

August 2005 – June 2006

Sales Analyst

May 2004 – August 2005

- Developed logistical ocean freight solutions based on OOCL services, negotiated contracts for new and existing clients, and mitigated service issues.
- Managed eight importer accounts with 2,000 – 8,000 TEU contracts and five freight-forwarding accounts with 2,000 – 4,000 TEU contracts.
- Provided inside sales support to five high profile contracts and 20+ medium/small contracts and finalized the 2005 contract for OOCL's largest client.

OUTDOORS EXPERIENCE

American Long Distance Hiking Triple Crown, ALDHA-West

- Completed the three oldest U.S. National Scenic Trails – a distinction achieved by 289 people as of 2016.
 - Thru-hiked the Continental Divide National Scenic Trail July 2017 – November 2017
 - Navigated the incomplete, 3,059-mile trail through the Rocky Mountains from the Canadian border to the Mexican border in four and a half months.
 - Obtained grants that covered 27% of equipment costs.
 - Thru-hiked the Pacific Crest National Scenic Trail April 2014 – September 2014
 - Completed the 2,659-mile trail that spans from border to border through California, Oregon and Washington in five months.
 - Provided Wilderness First Aid advice, assisted injured hikers, and educated hikers on Leave No Trace principles.
 - Thru-hiked the Appalachian National Scenic Trail March 2009 – September 2009
 - Backpacked the 2,178-mile trail through the Appalachian Mountains from Georgia to Maine in six months.
 - Spoke about Appalachian Trail experiences to groups as large as 30+ people.
 - Served as an Appalachian Trail Conservancy resource to LGBTQ hikers.
 - Coached future hikers on equipment, logistics, nutrition, hiking techniques, morale issues, and thru-hiking common practices.

EDUCATION

Clemson University, Clemson, South Carolina

May 2003

Bachelor of Arts in Language and International Trade, Concentration in Spanish

Diploma de Español como Lengua Extranjera (DELE) (Nivel Básico), Cervantes Institute, Tarragona, Spain

April 2002

Skills

- Technical: Microsoft Office 365 (Outlook, OneNote, Word, Excel, PowerPoint, Visio and SharePoint), CargoWise One, Oracle Supply Chain Management (SCi), Adobe (Photoshop CS2 and Acrobat X Pro), DHL Systems (Alliance, Logis-Air, Logis-Ocean, IBM Electronic Document Management User Portals Workflow/Workplace and Datacap Taskmaster)
- Language: Spanish (verbal and written), Italian (written)

Additional Information

- Cultural Experiences: Traveller in twenty-two countries and resident student in four countries
- Social Impact: Appalachian Trail Conservancy LGBTQ Affinity Group Lead and Susan G. Komen Walk fundraiser and participant
- Personal Interests: Cook, swimmer, trail runner, weight trainer, quilter and knitter