

Michelle Pleta

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Summary

Dedicated to establishing best standard practices based on US Customs Regulations by ensuring due diligence is maintained in an industry with continually changing dynamics. I am committed to revenue savings of over 25%, streamlining and analyzing all aspects of transportation routing and implementing best practices. I am skilled in integrating my extensive knowledge into various facets of the import/export industry, substantiating myself as an asset in company growth. I enjoy teaching others and working as team to actualize improvement opportunities and achieving company targets in a collaborative effort.

Experience

JTEKT North America Corporation: Koyo Bearings North America LLC Westlake, Ohio
Major supplier of Ball, Taper, Needle, Spherical, and Cylindrical Roller Bearings to a wide Sept. 2014 – Present
variety of industries

Licensed Customs Broker, CCS, Senior Import/Export Specialist

Challenge: Maintained efficiency and accuracy in a high paced environment with constant reprioritizing of tasks based on routing urgency while balancing compliance issues across multiple (5) US company distribution facilities and over 14 manufacturing countries including Japan, Philippines, Romania, Thailand, China, Netherlands, and Canada.

- C-TPAT Auditor: Visited and documented 14 US & Canada facilities for security and safety procedures.
- ACE Portal Maintenance: Reviewed US Customs Correspondence such as CF28s's, CF29's and annual reports to ensure requests are responded to in the proper 30 day time frame.
- SS Line Pricing Negotiations: Rerouted Romania cargo and saved over \$300 per container. Reduced transit time from 45 days to 33 days with trans-loading cargo on the East Coast. Successful completed negotiations for 4 additional importing countries.
- Classification Specialist: Overhauled over 25,000 parts to ensure proper tariff classification.
- Cargo & Entry Maintenance: Set up pre-alert notifications to provide forwarding instructions 48 hours in advance, ensuring cargo successfully cleared US Customs and is routed to its final delivery address within 12 hours of clearance.
- Broker Audits: Ensured US Customs that 20% of overall monthly files were passing a 10-Point Audit/Freight Payment Review to verify the quoted rate was invoiced at the proper negotiated rate.
- Market Analysis: Utilize quarterly QBRs, Brokers, KPIs to collect data to best collaborate and establish fewer freight forwarders for lower brokerage rates and transportation costs for air, sea, less than container load, and domestic carriers.
- ISF Portal Filing: Implemented the filing to be completed by the company to reduce the freight forwarder rate from \$20 a filing down to \$6.
- Laredo Warehouse, Mexico & Border Clearances: Established pre-clearance information and maintained a No Storage Ratio to ensure the narrow window for warehouse entry processing was punctually completed.
- Implemented Strategic sourcing (logistics & distribution centers): Established and hired the quickest and cheapest routing transportation available while meeting on-time client delivery demands.
- NAFTA/FTA: Ensured overseas suppliers provide proper documentation and verify the product meets the requirements of the reduced tariff program.
- Knowledge of Continuous Improvement Strategies and establishing written procedures to be followed as a standard.
- Provided cross functional department support by taking on the lead for US Customs on site audits.
- Expedited and Chartered routing via plane or exclusive land trucker carrier.
- Established company-wide safety and regulatory procedures based on review and interpretation of import regulations and compliance requirements such as the Customs Trade Partnership against Terrorist guidelines.

Kuehne + Nagel, Inc.

Leading logistics provider with strong market position in sea freight, airfreight, contract logistics, and overland businesses

Middleburg Heights, Ohio

July 2006 – July 2014

Licensed Customs Compliance Manager

Challenge: Maintained a strong ocean and air import department by demonstrating dedication and utilizing strong analytical, and organizational skills while remaining detail oriented.

- Demonstrated a strong track record in increased yearly bottom line profitability and entry count with growth of \$50K in 2006 to over \$500K in 2012 – 2014.
- Maintained ISF filing rate of 99.5%.
- Managed monthly developmental staff meetings sharing bottom line numbers, customer complaints on service failures where a loss had to be absorbed and a corrective action plan completed.
- Quoted overseas pricing on DDP basis & maintained / set up foreign POAs.
- Attended U.S. Customs quarterly meetings in order to maintain strong relationships with local US Customs authorities & team specialists.
- Coordinated and maintained records to support compliance with US Customs and International Trade.
- Promoted best practice procedures and continual training.
- Effectively resolved issues in a positive and collaborative style between US Customs and the in-bond warehouse to split cargo for manipulation or complete destructions in multiple ports based on US Customs demand for action in accordance with violations.
- Managed multiple and complex assignments like Post Entry filing for over 20 entries at a time and having a favorable acceptance rate of 98% overall.
- Supported and maintained classifications for over 100 clients in databases for accurate invoicing.
- Maintained US Company POA's, insured proper execution, and managed LLC's expiration.
- Solved shipping / documentation issues to meet US Customs requirements in accordance with 19 CFR 141.
- Managed monthly profit / loss and adjusted personnel to manage fluctuations based on industry highs /lows.
- Processed excel reports based on client need. Attending QBR's in sharing the volume and duty payout results.
- Maintained FDA auditing requirements, database & product building while sustaining a yearly rejection rate under 8%.
- Processed Protests / PEA's / Duty Tenders / TIB's / Carnets / CF28's and CF29's / Reconciliation.
- Submitted Binding Ruling requests.
- Coordinated with local logistics vendors for lower delivery rates based on regular delivery volumes.
- Submitted Customs reporting of new & terminated employees.
- Responsible for submission of the Annual Permit User Fee for the 4 locations located in the Ohio Valley area.

Additional Experience**ABX Logistics, Inc.****Brokerage Manager**

Middleburg Heights, Ohio

Sept. 2002 – June 2006

Challenge: Managed a smaller office, participated in all aspects of the supply chain management, from the supplier's door to payment of vendors. Managed POA's, invoice collections, new client consultation, US Customs communication and the clearance of cargo through ABI.

Hugo Boss**Customs Compliance Manager**

Brooklyn, Ohio

Nov. 2001 – April 2002

Challenge: Overcame obstacles and proactively looked for positive influences to streamline best practices and revenue savings. Worked new product lines 6 – 8 months before releasing the new products for the upcoming season. Maintained compliance on Textile materials, issued wool licenses and maintained the product database.

Skill Competencies ♦ Certifications

- Customs Broker License #20533 – *November 3, 2000*
- Certified Customs Specialist – *2009*
- Oracle Operations
- Microsoft Office Programs

Education ♦ Specialized Training

- **U.S. Customs Quarterly Trade Meeting** – Cleveland, OH
- **East Coast Meeting Trade Symposium** – Washington D.C., *November 2016*
- **ICPA Fall Conference** – Dallas, TX, *October 2016*
- **Advanced CTPAT Training & Supply Chain Security International** – Orlando, FL, *July 2016*
- **Mexican/Canadian Customs & NAFTA** – Independence, OH, *November 2015*
- **Northeast Ohio Trade & Economic Consortium** – Independence, OH, *November 2015*
- **Export Controls: Awareness & Application, Ohio Department of Commerce** – Independence, OH, *Sept. 2015*
- **Cleveland State University, B.S. Management and Labor 1990**

Clubs

2016 - Current ICPA Member
2014 - Current ICPA Cleveland, Ohio Member