

Joëlle Friedmann

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Swiss work permit G

Expert in Customs, International Trade Compliance and Supply Chain

PERSONAL SUMMARY

Customs and International trade specialist who deals with international challenges, enriched my professional skills by obtaining a **Master in Customs, Tax and International Trade law** in parallel to daily work. Continuously improving to perform tasks at the highest level of productivity and **compliance**. Recognized by peers and management for meeting **international challenges** with a teamwork and trust spirit, developing productive relationship with key stakeholders and partners to achieve successful projects in complex and **multi-cultural environments**. Expert and team player in **supply chain, logistics, trade and customs**, including operational and strategy, actively working to continuously **improve company processes**. Accessible, helpful and meticulous, offering support to the business via problem solving or **training**.

KEY SKILLS and EXPERTISE

- Supply chain operation and strategy (end to end)
- Project Management
- Global customs & trade compliance
- Customs and international trade expert
- Process re-engineering/Risk and Change management
- Strong interpersonal skills
- Multicultural matrix management
- Excellent analytical and problem solving skills
- Energetic work attitude
- English (fluent), German (fluent), French (mother tongue)

WORK EXPERIENCE and KEY ACHIEVEMENTS

INTUITIVE, Aubonne, Switzerland

March 2019 -June 2019

+ Activities assessment

AWA - MUNSTER UNIVERSITY; Münster, Germany

Sept. 2016 – May 2019

+ Master in Customs, Tax, and International Trade law

TRADALL SA (Bacardi group), Geneva, Switzerland

Feb. 2016 – Dec.2017

Customs & international trade Manager, Tradall finance Department

Responsibilities :

- + Acting as the primary expert in Incoterms, Customs and International Trade compliance activities for Bacardi trading flows.
- + Supporting the establishment and maintenance of needed Incoterms, Customs and International Trade compliance programs and ensure harmonized trade processes.
- + Supporting the implementation of Incoterms, Customs and International Trade capabilities in establishing, implementing and enforcing Bacardi corporate policies and procedures regarding international imports and exports.

Key achievements :

Incoterms:

- + Set-up and led Incoterms governance including processes, training implementation. (guidelines...).
- + Validated Incoterms with stakeholders (logistics, tax, group/3rd party customers...) for end to end flows set-up.

Optimization, simplification of processes and business model:

- + Led and partnered with relevant stakeholders to implement Customs and International Trade processes.
- + Identified trade optimization opportunities, duty reduction actions where possible with key stakeholders to minimize collateral impacts (Supply chain, VAT, Direct tax, etc...)

Operational support and financial follow-up:

- + Supported plants and Bacardi network in resolving issues and trade and customs audits with local authorities (incl.VAT).
- + Managed and followed-up consulting budget allocated for customs.

- + Led project on determination of non-preferential origin for flavour keys.
- + Led the Authorized Economic Operator certification for European sites.

ALSTOM TRANSPORT, St Ouen, France

Oct. 2011 – Jan.2016

Customs Officer, tax department

- + Key entry contact point with external stakeholders (customs authorities, business partners, associations)
- + Led the Authorized Economic Operator customs certification from level 0 including all customs procedures creation.
- + Audited (Internal control) and supported actions on customs processes to reach and maintain compliance.
- + Supported projects and businesses in tender and execution phase to optimized, and minimize customs risks.
- + Created training on basics customs, Incoterms to all stakeholders.
- + Optimized customs operations for better competitiveness & efficiency in sourcing and supply chain execution.
- + Implemented/improved and streamline Import/Export and customs compliance procedures and policies.
- + Established and maintained collaborative working relationships with relevant stakeholders and partners (administration, consultants, lobbying associations, other companies) in customs issues.
- + Built communication tool kit and present customs risks and opportunities evaluation to management committees.
- + Supported intrastat VAT processes externalization project.
- + Optimized import VAT process to improve cash flow.
- + Supported Corporate IT system set-up and development related to customs matters.

Lean manufacturing Manager worldwide, Train Life Service

Jan. 2011 – Oct. 2011

- + Led internal audits on supply chain aspects and defined and follow-up action plans for improvement.
- + Created training package on push flows process and Incoterms
- + Prepared a study for top management on optimization of the supply chain initiatives (industrial, financial, logistics...) with quality, costs, delivery approach (QCD), including make or buy decision.

Supply chain development Manager worldwide

June 2007 – Jan. 2011

- + Created a roadmap for supply chain to support internal audits team and led action plans.
- + Conducted and developed synergies between commissioning warranty and maintenance activities.
- + Led worldwide transport cost reduction initiatives and packaging deployment.
- + Conducted global supplier improvement program with Sourcing by implementing process and tools.
- + Supported supply chain operations and branch entities as expert worldwide for customs, transportation & logistics domains.
- + Created training package

AB VOLVO, Renault Trucks, transport and industrial logistics department, Lyon, France

Synergies Manager

Dec. 2004 – June 2007

- + Ensured and developed supply chain' synergies between Volvo Trucks and Renault trucks including separation of non-core business units.(IT systems, emballage, inbound transportation flows, human resources)
- + Shared best practice in the group and ensured Renault Trucks to improve its logistics processes internally and partners.

PSA, FRANCE/Wuhan China

Chinese Supplier's quality Auditor in the technology transfer team, sourcing department

June 2003 – Dec. 2004

- + Audited and validated Chinese suppliers manufacturing products and processes based on French requirements.
- + Trained local Chinese auditors to become autonomous and successful.

Head of transportation department Citroën, (4 persons + transversal management)

June 2000 – June 2003

- + Led operations' supply of Citroën manufactured cars all over the world: cars outbound flows including QCD.
- + Managed and optimized factories and distribution network's inventory.
- + Elaborated and followed-up transportation budget. Built new logistics network with Peugeot.
- + Created and managed key performance indicators and participated in management committees.

SCHNEIDER VIETNAM, Vietnam

Head of supply chain department, (4 persons + transversal management)

May 1998 – Apr. 2000

- + Created and developed full supply chain department from scratch : procurement, international logistics flows, and sales administration systems and processes within implementation of a new circuit breakers factories.
- + Negotiated customs aspects such as import permit, taxation with local authorities.
- + Established collaborative relationships with relevant stakeholders within ASEAN region and French logistics hub.

THYSSEN FRANCE, Maurepas, France

Trade manager, magnetic systems department

July 1995 – Apr. 1998

- + Traded with international stakeholders including sourcing, sales and end to end operations.

Various summer jobs at international level

1989-1995

EDUCATION & TRAINING

AWA - MUNSTER UNIVERSITY *Personal training:* diploma

MCA Master customs, tax and international trade law (English language)

Sep. 2016 - 2019

ODASCE *Personal training:* Technical customs classes and program certifications,

2015

MUNSTER UNIVERSITY *Personal training:* Summer Program International Taxation,

2015

CEGOS, *Company training* : International VAT in operations (April 2014), teams management, supplier quality auditor, change management, transversal management,

TOEIC (English): Score 875

2004

SPANISH, Followed 60 hours intensive courses in Spanish in 2001 and e-learning in 2010

2001 & 2010

NEGOCIA, A.C.I. (Académie Commerciale Internationale), **Paris, France**, diploma

1995

International Business School, Chamber of Commerce and Industry of Paris

Specialized in «Business to Business», including marketing, international trade, law and finance. Prepared the Franco-British Chamber of Commerce and Industry Diploma (**F.B.C.C.I.**) and the **German business diploma. (Wirtschaftsdeutsch)**

NORTHEASTERN UNIVERSITY, Boston, U.S.A., certificate

January-March 1993

Business English Courses, Harvard Business Cases studies, elaborated a project on the funding of Boston museums.

Private High-school, Orsay, France

French baccalaureate diploma in economics qualified,

1992

IT/COMPUTER

Office package skills, SAP

PERSONAL/INTERESTS

French nationality

Active member of Collin de Sussy customs association and United Nations/Center for e-Business and Trade Facilitation (UN/CEFACT) for transport and logistics, and International trade procedures domains.

Active speaker at the Viadrina Congress G20 Hamburg on international global trade compliance.

Swimming, skiing, international charity trails (Sénégazelle, raid des buffles, etc...)
Samaritain first aids certified.
