

Marina Tasiopoulos, LCB, CCS

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OPERATIONS LEADERSHIP PROFILE

Global Trade Professional with more than 20 years experience in managerial and leadership positions that require exceptional organizational skills, sound decision-making abilities, as well as reliability and accuracy. Skilled in supporting and collaborating with senior management, customers, and vendors using a proactive approach to anticipate needs, detect and resolve issues before problems arise, and facilitate day-to-day business activities. Well-developed communication skills with all levels of management, vendors, agencies, business partners and customers.

ACCOMPLISHMENTS

- An executive member of the Leadership team at A.C. Moore tasked with establishing future strategic initiatives and communicating brand mission across departmental touch points.
- Created digital efficiencies within the department using Smartsheet platform.
- Established and maintained Import Operations best practices company wide.
- Managed high-level priority accounts, including Amazon (FBA), Five Below, Artsana (Chicco) and Teva API.
- Oversaw a staff of more than 60 employees, which included branch managers, import managers and team leaders working across six branches along the East Coast.
- Assisted in the development, implementation and training of Virtual Bin, an in-house application created to achieve a paperless environment.
- Developed and created the curriculum for Shapiro University, an on-site training platform.
- Contributed to the development and implementation of a Classification Advisory Portal, both to internal and external customers.

EXPERIENCE

December 2017-Present

A.C. Moore

Senior Director of Product Compliance and Import Operations

- Responsible for the direction and overall management of Trade Compliance, including Tariff Classifications, Free Trade Programs, Section 301 Exclusion Process and Customs Clearance.
- Ensure product and process auditing, development, implementations, and assessments required to meet U.S. government regulations.
- Manage International Freight Logistics, including Carrier Contract Negotiations and Freight Forwarder.
- Established Protocols, Implementation, and Corrective Action Plans for Product Testing.
- Oversee Import Operations, including Purchase Order Management with our U.S. and China teams.
- One of the key stakeholders in development of internal Purchase Order Application and Product Information Management systems.
- Draft and maintain corporate policies and company compliance manuals to reflect changes in company business practices and rules, seeking adherence to international trade compliance requirements.

October 2016-December 2017

A.C. Moore

Director of Product Compliance and Import Operations

- Responsible for supporting all aspects of import regulatory compliance related to the entry and sale of merchandise.
- Managing the Import Operations team that supports the end-to-end purchase order management process for imported merchandise.
- Ensuring compliance to import requirements for U.S. Customs & Border Protection and other participating Government Agencies.
- Collaborate with Merchant, Sourcing, International Transportation and Purchasing teams on all import initiatives.
- Facilitating and owning relationship with testing lab.

April 2016-September 2016

Samuel Shapiro & Company, Inc.

Regional Director of Commercial Development

- Generate new business and expand current accounts beyond the annual sales target.
- Identify opportunities for system solutions that enhance productivity of the customer experience and champion the development of these solutions.
- Implement accounts in compliance with company procedures.
- Work directly with customers, sales channels, and field operations to ensure overall regulatory compliance standards are maintained.

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June 2014-April 2016

Samuel Shapiro & Company, Inc.

Director, Branch Operations

- Oversaw operations of all six branches to ensure they were operating efficiently and compliantly, and consistent with company requirements, policies and procedures.
- Served as a resource to managers and sales for operational expertise, industry knowledge and compliance-related inquiries.
- Monitored P&L and transaction activity for each branch on a monthly basis.
- Evaluated operations for efficiencies and made innovative recommendations for operational improvement.
- Worked with Sales, Marketing, Pricing, Global Logistics, and Branch Managers to develop new business and gain an understanding of standard operating procedure of new accounts along with internal process improvements.

February 2009-June 2014

Samuel Shapiro & Company, Inc.

Regional Manager-Philadelphia and New York

- Oversaw and managed Philadelphia and New York office locations for Import Operations.
- Routinely monitored the branch Virtual Bin and Customs statements and took proactive measures to assure transactions and invoices were processed timely and accurately.
- Ensured the prompt handling of branch-related administrative responsibilities, such as lease management, routine monitoring of supplies, HR-related duties, and courier scheduling.
- Established annual budget and monitored branch capital and operations expenditures on a monthly basis.

2004-2009

Samuel Shapiro & Company, Inc.

Branch Manager-Philadelphia

- Oversaw the operations of the branch to ensure that it was operating efficiently and compliantly, and consistent with company requirements, policies and procedures.
- Worked with the Import Manager to develop and cross-train staff, along with implementing accounts.
- Monitored the volume of business to ensure that work was evenly and fairly distributed, and took proactive measures to shift accounts or hire additional staff as warranted.
- Monitored employee performance relative to established accounting policies, inclusive of billing, accounts payable processing, accounts receivable and credit and collections.

2000-2003

Samuel Shapiro & Company, Inc.

Import Manager-Philadelphia

- Routinely monitored the daily reports and Customs statements, and took proactive measures to assure transactions and invoices were processed in a timely manner; corrected issues as they arose.
- Delegated work among staff, and served as the first line of defense in terms of fielding questions.
- Monitored shipment process and invoicing to assure accuracy and profitability.
- Implemented new business and streamlined efficiencies within the SOP of the account.

EDUCATION

Bachelor of Business Administration
International Business & Human Resources
Temple University, 1997

Training & Certificates

- Licensed Customs Broker
- Certified Customs Specialist
- Star 12 Courses: Leadership and Management, Sales and Marketing

Bilingual in English and Greek

REFERENCES

Available upon request.