

Andrea J. Metcalf
176 North 11th Avenue
St Charles, IL 60126
704-495-5016
Andim8264@gmail.com

**INTEGRITY
INTENSITY
INNOVATION
INVOLVEMENT**

Dear Sir or Madam:

In the interest of pursuing employment with your organization; which coincides with my career goals to utilize my talents and create expanded opportunities to ensure error-free timely processing of customs brokerage documents for importing and exporting clients; a resume is enclosed. I have earned my way from Customs Entry Writer to Customs Broker in an international business environment. I have prepared customs documentation and ensured all shipments meet applicable laws facilitating import and export of goods. I wish to determine, track duties, taxes payable and process payments on behalf of clients' expectations. I always operate under power of attorney. I wish to grow representing clients in meetings with customs officials and apply for duty refunds and tariff reclassifications. I have coordinated transportation and storage of imported goods.

As indicated in the resume, I have several years of experience with pricing, operation, reporting and analysis. These positions have allowed for the development of incisive organizational and exemplary client service oriented skills, as well as the ability to present information in a clear, concise manner to all levels of management on the proactive basis.

Aside from the professional skills I have to offer, I also offer your organization a dedicated, hard-working individual who will remain with your organization for as long as the association is mutually beneficial. I am stable and would prefer to stay with one company and grow through opportunities presented by that company.

I am interested in employment opportunities with your organization. If my background is of interest to you, please contact me at your earliest convenience. A personal interview would be appreciated.

Thank you for your consideration. I look forward to speaking with you in the near future.

Sincerely,

Andrea J. Metcalf

AJM/hs
Enclosure

QUALIFICATIONS

Licensed Customs Broker #30962	5 years experience at the CME Eurodollar Option Pit
Previously licensed as Illinois Producer (P&C and L&A/H)	National Certified Phlebotomist Tech 1 NC 2012
* Adaptability to computer programs. IES, CargoWise, 365, etc.	*Acquired positions of increasing responsibilities; On LinkedIn

EMPLOYMENT HISTORY**ICS Worldwide Inc****Elk Grove Village, IL 60007****2018****Customs Broker #30962-CCS/Sales**

Prepare customs documentation and ensure that shipments meet all applicable laws to facilitate the import of goods. Tariff Classification for Entries. Complex Entries: FDA, Prior Notice, Splits, USDA, AMS Issues, Census Warnings, Entry Deletion/Cancel, Post Entry Amendments, Sections, etc. Keeping current on all customs regulations and Client SOPs as pertain to logistic lanes. Train Clients as to what is needed as IOR for FVSP OF FDA for foods. Learning pricing for Quotes/Shipments placed with ICS for Consolidation Containers. Determine and track duties and taxes payable on behalf of client with 301 exclusions, Initiate power of attorney, Prepare Bonds and Cargo Insurance as needed, Assist Sales with Business Development*. Input suggestions for pending SOPs needed within transitioning Electronic clearance programs available with PO tracking. Work with the survey development to receive feedback from Clients. Customs License 30962-Certified Customs Specialist (current on 20pts to renew next year).

World Customs Brokerage/AmerisourceBergen**Schiller Park, IL 60176****2016****Customs Broker #30962-Permit Holder/Imports & IE**

Prepare customs documentation to ensure that shipments meet all applicable laws to facilitate the import of goods. Tariff Classification for Entries. Complex Entries: FDA, Prior Notice, Splits, DEA, CDC, FWS-48 Hour Notices, CITES, USDA, AMS Issues, Census Warnings, Manipulations, Entry Deletion/Cancel, Post Entry Amendments, Sections, Statement processing, etc. Delegate work assignments, Monitor high profile shipments, respond to inquiries from colleagues, clients and other offices pertaining to imports, "Okays to Send" on inquiries to ship to USDA, Rating shipments, Keeping current on customs regulations/Company SOPs as well as ABI/ACE system and all Entry processes, Determine/track duties/taxes payable on behalf of client, Sign documents under a power of attorney, Prepare Bonds as needed, Assist Sales with Business Development.

Input suggestions for pending SOPs needed within transitioning Import Department. Customs License 30962-Permit Holder for this new office. Certified Customs Specialist (working on the 20pts to renew by EOY).

GP Logistics
Elk Grove Village, IL 60007
2015
Customs Broker #30962/Imports

Prepare customs documentation and ensure that shipments meet all applicable laws to facilitate the import of goods. Tariff Classification for Entries. Complex Entries: FDA, Prior Notice, Splits, etc. Determine and track duties and taxes payable on behalf of client. Sign documents under a power of attorney. Prepare Bonds as needed. Input suggestions for pending SOPs needed within transitioning Import Department. Customs License 30962

Livingston International
Itasca, IL 60143
2014-2015
Traffic Agent/Import Specialist

Coordinates release and entry processing for air or ocean import shipments, including U.S. Customs and/or OGA releases; arranges for final delivery after release. Duties include, but are not limited to:

- Insure required documents are received for Entries. Communicate missing documents needed. Process Entries. Monitor release status of Customs & OGA release.
- Track and trace shipments
- Coordinate carrier release by submitting required bills of lading and freight payments.
- Coordinate and prepare entry summary as needed
- Send releases to carriers' facility (when required)
- Traffic arranging and coordinating the delivery orders, pick up numbers, freight availability and distribution of notifications for final delivery.
- Process invoices/Billing

Mitsui & Co. Ltd
Chicago, IL 60601
2014
Marketing Assistant

Among various duties, my main duty was to arrange the sale of flat-rolled steel (galvanized, cold rolled, aluminized, etc) in rolls or sheets of various specifications.

The steel was of various sources: Japan, Korea, Taiwan, Brazil, Mexico and also the US.

Materials were sometimes further processed (slit and/or painted, etc) before being shipped to the client. Coils could also be stored in a warehouse for shipment at the customer's convenience.

- Provided excellent service to high-volume customers
- Responsible for the transportation of goods globally, tracing the progression of goods; coordinated between shippers and receivers to ensure smooth delivery.
- Prepared documentation for customs clearance at various U.S. entry points
- Prepared sales contracts, purchase contracts and sales invoices.
- Maintained team's needs to complete accounts payable and accounts receivable records
- Reconciled inventories as a continuous basis.
- Complete other tasks and projects as assigned.
- Received a Thank You letter from the President of a client regarding my customer service skills.

AEROTEC STAFFING AGENCY
Schaumburg, IL 60173
2013-2014

Placed at C H Robinson Global Forwarding office to assist on the Ocean Export Tyson team for data entry in Navisphere/ABI system. Scan customs documentation for Manager of team to invoice. Moved to Customs Brokerage group in January to again do data entry on AS400 System, compile necessary import documentation for 5 customer accounts (one major). Adhere to all domestic and international shipping regulations. Daily invoicing of these 5 accounts for services rendered and scanning of these invoices for record keeping. Updating of daily tracking worksheets for these 5 accounts. File cargo control documents accordingly. Other tasks as assigned to facilitate the import and export of goods.

PANERA BREAD BAKERY
Mooreville, NC 28117
2012-2013
Sales Associate

Cashier, Stocker, Cleaner, Sales Associate

DELHAIZE USA/FOOD LION LLC**Salisbury, NC****2007-2010****Pricing Analyst for Pork, Poultry & Smoked Meats**

Responsible for various functions including profit-ability analysis, sales opportunity review, business case analysis, vendor compliance, weekly Dutch Auction for Pork, strategy development, and contract negotiation in fast paced environment.

- Evaluate financial data related to various request for special pricing
- Identify possible risk related to legal terms, logistics, sourcing, price concessions and product description.
- Support multiple teams and provide guidance on meeting Forecast on weekly, monthly, quarterly basis via best pricing practices in order to win
- Participates in special projects and performs additional duties as required and assigned
- Focus on details within multi-tasks metric starting with Ad week Promotion to FN week conversion monitoring Non-Promo Consumer patterns
- Study different Consumer segments and optimizing competitive weekly sales
- Work both independently and part of team in response to emergent requirements
- Reconcile accounts and assist in preparation of profit and loss statements
- Tour Vendor facilities for resources and better understanding of harvesting opportunities

LOWE'S HOME IMPROVEMENT COMPANIES, INC.**Mooresville, NC****2001-2007****QA Merchandising Coordinator**

- Coordinated the activities between the QA area and the Merchandising departments
- Managed customer phone surveys and ensured the timely issuance of the results to the appropriate parties
- Formulated and directed the distribution of Product Return Reports
- Evaluated and identified operational areas for improvement of sales
- Handle company-wide safety recalls with CPSC; Limited Recalls-Logistics within it & fines
- Assisted with yearly Vendor Performance Report Cards
- Evaluated and work with Import and Domestic Vendors regarding strategic merchandise program, both new and roll-over as well as exist programs

Merchandising Assistant of Millwork/Mouldings & Fashion Lighting

- Acted as liaison/arbitrator between vendors, marketing, logistics, POG, and the stores
- Prioritized activities on hourly basis to accomplish daily hot list of activities with regards to being sole Merchandising Assistant for Sales/Volume of one of the largest Import departments within Lowe's
- Accomplished many different programs (New Stores/Resets) and computer functions within our systems on the Import side of Lowe's that demands in-depth organizational skills

EDUCATION**Customs Broker Exam – 2014****Chicago, Illinois**

BA-FINANCE – 1991
St. Xavier University
Chicago, Illinois

Phlebotomy – 2012
Thomas Healthcare School
Charlotte, North Carolina