

LAURA ROBERTS

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Licensed Customs Broker, Import-Export Regulatory Trade Compliance Program Management, Supply Chain Security Implementation (CTPAT), Management & Retention; US-Free Trade Agreements, Broker & Supplier Compliance Management, Importer Self-Assessment, Customs ACE program, Periodic Monthly Statement, Maquiladora Operations, PGA regulations (FDA, FCC, DOT, USDA) Internal/External Audit, EAR, AES self-filing, ISF self-filing, Denied Party Screening, ECCN and Export License Determinations, Assists, Duty Drawback, Reconciliation, ITAR, International Transportation & Logistics

EXPERIENCE

DEC 2018 TO PRESENT

GLOBAL CUSTOMS AND TRADE MANAGER

KATERRA INC, SCOTTSDALE, AZ

Management of Global Trade Compliance program to include U.S., Saudi Arabia, Mexico, Canada, India, and China. Responsible for implementation and maintenance of import/export compliance program; implementation of duty-drawback program; determine business requirements for export countries and license requirements, tariff reengineering, support legal with acquisitions and mergers.

Key Results:

- Developed Global Policies and Procedures, audit program, and country profiles for import/export
- Filed for Section 301 exemptions
- Filed MTB (Miscellaneous Tariff Bill) petitions for duty elimination/reductions for key products
- Developed export invoicing template in SAP in conjunction with IT staff
- Tariff reengineering resulting in duty savings of over \$200k annually
- Recognized in the Employee Spotlight for December 2019

APR 2012-NOV 2018

INTERNATIONAL TRADE MANAGER

BENCHMARK ELECTRONICS, TEMPE AZ

Management of 6 sites in the United States and Mexico for all aspects of import and export compliance related activities for electronics, aerospace, and medical contract manufacturer. Responsible for HTS/ECCN classification assignment, export license determinations, NAFTA and reconciliation programs, customs brokerage contracts and

management, audit control and recordkeeping requirements, subject matter expert and government liaison.

Key Results:

- Reduced overall duties by 50K annually by reviewing past HTS classifications and by applying NAFTA treatment to qualified goods.
- Written procedures for sites relating to shipment of new product lines and other import/export requirements.
- Created reconciliation prototype program.
- ITAR training.
- Implemented US-Korea Free Trade program.

NOV 2005-MARCH 2012

CUSTOMS COMPLIANCE MANAGER

OTIS ELEVATOR A UNITED TECHNOLOGY COMPANY, TUCSON, AZ & BLOOMINGTON, IN

Management of compliance team members and customs brokers, responsible for implementation and documentation of policies and procedures related to international compliance program, monitored and managed daily requests addressing and resolving issues related to international compliance, conducted internal and external audits for international trade activity and C-TPAT, managed NAFTA program, maintained C-TPAT, import-export compliance, supplier, and broker control manuals; evaluated supply chain security measures, coordinated compliance efforts cross-functionally within the organization, CBP liaison for organization, and participating member of the UTC Import Council.

Key Results:

- Developed import and export regulatory compliance programs from ground up for two divisions and created Customs compliance, supplier, and brokerage manuals.
- Revamped existing import-export program for Southern border operation resulting in efficiency and duty savings opportunities.
- Prepared and maintained C-TPAT certification for USA and Mexico locations while heading successful validations in both areas, as well as Spain and Czech Republic, ultimately reaching Tier 3 status.
- Renegotiated broker contracts reduced the number of brokers from 29 to 3 and implemented brokerage operational requirements resulting in \$100k costs savings and lessening compliance risk.
- Reduced overall duties by 150K annually by submitting binding rulings, HTS assignment, and utilizing all benefits of NAFTA and was recognized by receiving an internal "Globe Award".
- Executed ISF procedures prior to program becoming mandatory resulting in timely and accurate filings once fully enforced.
- Successfully managed the closure of NAFTA and HTS verifications with CBP and CBSA.

EDUCATION

JUNE 2017

BACHELOR OF SCIENCE IN INTERNATIONAL TRADE MANAGEMENT,
DUNLAP STONE UNIVERSITY

- GPA: 3.8

SKILLS

- Licensed Customs Broker
- Agile, SAP, Arena, Baan
- Smartsheet & Microsoft Office
- Excellent Communicator
- Problem Solver
- Self-starter
- Transportation & Logistics

ACTIVITIES & INTERESTS

- Travel
- Hiking
- Reading
- Anything International Trade
- Entertaining
- Cooking