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# DONNA ROGERS

Garland, TX 75043

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## Trade Analyst

### *Compliance – Logistics – Contracts*

Dedicated, organized, and deadline-driven Compliance Analyst, eager to pursue new opportunities in trade compliance. Ready to apply 10+ years' experience in logistics maintenance and current skills in fleet management to maximize operational support of import and export responsibilities. Reliable, courteous, and bilingual collaborator with conversational grasp of French language, excellent interpersonal skills, and ability to work independently with minimal supervision. Professional problem-solver able to manage multiple tasks, communicate clearly with C level executives, and apply time management skills to accomplish tasks. Willing to travel 5%.

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### KEY COMPETENCIES, SKILLS, & CONTINUING EDUCATION

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TRADE COMPLIANCE • DOMESTIC AND INTERNATIONAL LOGISTICS • IMPORT / EXPORT REGULATIONS • CONTRACTS • CUSTOMS INVOICES • BUSINESS ADMINISTRATION • FLEET MANAGEMENT • SUPPLY CHAINS • OPERATIONS • DEADLINES • CLASSIFICATIONS • TRAINING AND DEVELOPMENT • ROOT CAUSE ANALYSIS • DOCUMENTATION • RESEARCH • DATA ENTRY • PRESENTATIONS • CUSTOMER SERVICE • TIME MANAGEMENT • PROCESS EFFICIENCY • INTERNATIONAL TRADE • TRACKING • AUDITS • CREATIVITY AND INNOVATION • ANALYTICAL PROBLEM SOLVING • COORDINATION • AIR-OCEAN-GROUND SHIPMENTS • ADMINISTRATION • OVERSIGHT • ERP • NAFTA • FDA • MICROSOFT APPLICATIONS (WORD, EXCEL, POWERPOINT, OUTLOOK) • CMS • AS400 • EQUIPSOFT

IMPORT/EXPORT CERTIFICATE (2016) • INTERNATIONAL BUSINESS AND TRADE (IBUS) CERTIFICATE (2015) • EXPORTING WITH EXPERTS COURSE (2015) • HAZARDOUS MATERIALS TRAINING AND TESTING CERTIFICATE (2014)

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### PROFESSIONAL EXPERIENCE

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#### **STEVENS TRANSPORT, DALLAS/FORT WORTH AREA, TX**

**12/2013 – PRESENT**

**CUSTOMER SERVICE REPRESENTATIVE:** Manages daily shipping operations and oversees scheduling for fleet of +170 trucks. Coordinates daily database entries and monitors shipment status for changes while ensuring system integrity. Maintains impactful relationships with vendors and customers. Promoted to CSR position after only 3 months in Customer Service Associate role due to proven leadership skills.

**KEY COMPETENCIES:** FLEET MANAGEMENT, OPERATIONAL SUPPORT, TIME MANAGEMENT

#### ***Oversaw all inbound and outbound scheduling responsibilities for fleet of +170 company trucks***

- Scheduled routing procedures and verified inbound/outbound loads to ensure timely arrivals and departures
- Regulated operational support procedures for fleet to maintain network balance
- Communicated delays and changes to all relevant drivers, customers, and leadership team members as needed

**KEY COMPETENCIES:** LOGISTICS, VENDOR RELATIONS, CORRESPONDENCE, WRITING SKILLS, EDUCATION

#### ***Championed positive and consistent relationships with vendors and customers spanning 5+ years***

- Coordinated verbal, written, faxed, and email communications to update customers and schedule appointments
  - Implemented staff training and information sharing as dedicated Subject Matter Expert (SME)
  - Fostered client relations to boost company reliability and secured long-lasting partnerships
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#### **MARY KAY INCORPORATED, ADDISON, TX**

**02/2013 – 11/2013**

**CUSTOMS COMPLIANCE AND TRANSPORTATION INTERN:** Oversaw import/export database entries, audited transportation and customs brokerage invoices, and tracked shipment of products. Assisted with NAFTA requirements, FDA code documentation, customs, and other international trade compliance procedures as needed.

**KEY COMPETENCIES:** CHANGE MANAGEMENT, OPERATIONS, DIGITAL SERVICES, DATABASES, IMPORTS AND EXPORTS, TRADE REGULATIONS

***Designed, outlined, and implemented data conversion from paper documentation to 80% digital within 9 months***

- Researched opportunities for improvement in filing systems, highlighted need for updated methods
- Generated report outlining digital conversion process and negotiated project timeframe
- Conducted final walkthrough and compliance test in coordination with leadership prior to system change

**KEY COMPETENCIES:** DATA GATHERING, DESIGN, REPORTS, MAINTENANCE, PRESENTATIONS, EXCEL

***Implemented Appointment Request spreadsheet for customers to reduce scheduling and communication errors***

- Analyzed contracts data and customer statistics, determined need for consolidation of communications
- Provided presentation on findings to leadership personnel promoting projected improvements
- Spearheaded design, integration, and maintenance of new spreadsheet

**KEY COMPETENCIES:** BILINGUAL COMMUNICATIONS, EDUCATION, PARTNERSHIPS, SME

***Invited to host MK 50<sup>th</sup> Year Anniversary International Sales Event due to exceptional work efforts***

- Coordinated and guided manufacturing facility tours, providing bilingual (English and French) communications
- Utilized working knowledge of company practices, customs, and trade compliance procedures
- Promoted company brand and products to all relevant and interested clients and customers

**EQUIPMENT DEPOT, DALLAS/FORT WORTH AREA, TX**

**01/2008 – 02/2013**

**SERVICE CONTRACT ADMINISTRATOR:** Oversaw and provided maintenance information in coordination with fleet customers, sales associates, service analysts, and partner dealers. Generated Total Maintenance and Repair (TM&R) reports and handled consolidation and preparation responsibilities for invoices, monthly billing contracts, and purchase orders. Ensured up-to-date database information and communicated logistics reporting to both internal and external departments. Received Special Recognition Award in 2012 for continued success and dedication to duty.

**KEY COMPETENCIES:** CONTRACTS, INVOICES, BILLING SERVICES, SERVICE AGREEMENTS, DATA REVIEW

***Increased revenue by 30% while reviewing and negotiating service contract invoices***

- Reviewed contracts and invoices for each client contact against previous services
- Analyzed charges to determine eligible coverage under service agreement and validity of grounds for dispute
- Headed all aspects of approval, coding, and payments for all relevant charges on contracted equipment

**KEY COMPETENCIES:** OPERATIONS MANAGEMENT, LEADERSHIP, LOGISTICS, ACCOUNT MAINTENANCE, TIME MANAGEMENT

***Led remote operations oversight for two major accounts***

- Assisted company in out-of-state contractual activity in concordance with manager and rest of department
- Oversaw multiple logistical, licensing, and scheduling operations for multiple accounts
- Overcame remote operations challenges via exceptional communication and coordination

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**EDUCATION**

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UNIVERSITY OF NORTH TEXAS, DENTON

**BACHELOR OF APPLIED ARTS AND SCIENCE – BAAS, CONCENTRATION IN BUSINESS MANAGEMENT (MAY 2020)**

RICHLAND COLLEGE, DALLAS, TX

**ASSOCIATE OF APPLIED SCIENCE – AAS, INTERNATIONAL BUSINESS AND TRADE**

**IMPORT/EXPORT CERTIFICATE (2016)**

**INTERNATIONAL BUSINESS AND TRADE (IBUS) CERTIFICATE (2015)**

**EXPORTING WITH EXPERTS COURSE (2015)**

**HAZARDOUS MATERIALS TRAINING AND TESTING CERTIFICATE (2014)**