

Josie Gonzalez

Licensed Customs Broker (LCB)
Certified Customs Specialist (CCS)
360-961-0831 / josiegonzalez@msn.com

OBJECTIVE

- A challenging management position in logistics, utilizing my 10+ years of industry experience, exceptional communication, and organizational and analytical skills, with a forward thinking, stable, collaborative and professional company.

PROFESSIONAL EXPERIENCE

Trade Compliance Manager
Chempoint.com Inc
Bellevue, WA
2022 – 2024

- Provided strong Trade Compliance support while serving as point of contact for imports and exports for US, Mexico and Canada, to ensure corporate and regulatory compliance. Initiated EMEA compliance.
- Executed global Customs & Trade Compliance duty optimization projects, to take advantage of duty reduction programs.
- Provided support and training to internal stakeholders to promote compliance with ChemPoint's global import/export strategy.
- Provided leadership in determining global classification of products as applicable globally, and maintained supporting records.
- Worked closely with internal and external business unit supply chain teams, and Customs Brokers to ensure timely import/export execution. Identified and executed continuous improvements.
- Aligned SOPs for operations, and provided guidance and training to local business stake holders.
- Authored and gave presentations on various topics across the larger organization.
- Managed approval and licensing procedures for all exports from the US (e.g. ECCN, TSCA, DEA, ITAR).
- Managed Trade Security Programs: Import and Export Control, Sanction Party Screening, Forced Labor Supplier Code of Conduct, etc.
- Monitored regulatory changes to ensure continued compliance.
- Responsible for the implementation and execution of all Trade Compliance projects and initiatives, both within the team, and as part of a larger project across the organization.

Import Manager
Robert E Landweer & Co Inc
Seattle, WA
2022 – 2022

- Managed a fully remote team of brokerage employees.
- Supported the team in clearing shipments through Customs and PGA's, including dispatch and billing.
- Posted job listings and interview candidates. Work with President on staffing issues.
- Vetted prospective clients.
- Liaised with the Compliance Manager to ensure all corporate policy and procedures are followed.
- Worked directly with software supplier (QuestaWeb) to request enhancements. Briefed on new releases.

Client Support Analyst
Descartes Systems Group /
QuestaWeb
Seattle, WA
2020 – 2022

- Responsible for customer support and regulatory-based projects for QuestaWeb, a leading FTZ and Customs software system.
- Authored and distributed user documentation, and conducted training for new and existing customers.
- Participated in user acceptance testing and software deployment.
- Identified all new customer onboarding requirements due to any unique business processes and systems.
- Investigated customer tickets and assigned to analyst or R&D, escalated, resolved or trained the customer.
- Assisted in demonstrations of software modules to prospective customers.

Customs Brokerage Manager
DSV Air & Sea Inc
Seattle, WA
2017 – 2020

- Managed the team in all aspects of Customs brokerage, both onsite and remotely.
- Coached the team on problem areas, and trained them on new rules and regulations.
- Organized team outings to industry events.
- Used knowledge of Section 301 China duty exclusions to educate clients and provide costs savings to them.
- Audited 100% of entry summaries processed by the team, and tracked errors.
- Vetted Powers of Attorney for both new and existing clients.
- Determined complex classification, duty and PGA requirements for the brokerage and transportation department when my expertise was needed.
- Wrote Binding Ruling requests.
- Used ACE to upload ADD Statements of Non-Reimbursement, TSCA declarations and file Protests.
- Responsible for all ISF management for the entire office.

Trade Compliance Analyst
OHL International
Seattle, WA
2013 – 2017

- Determined CBP and PGA requirements applicable to imported products.
- Met with clients and government officials to review product lines.
- Represented the company at industry events.
- Was responsible for all ISF management for the entire office.
- Managed and trained other employees on classification and regulation issues as well as new software.
- Audited 100% of entries for errors, trained as needed and maintained an error log for review purposes.
- Backed up the station manager for brokerage issues.

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CHB Development Manager
Jacobson Global Logistics Inc
Kent, WA
2012 – 2013

- Corporate-wide CHB Development Manager for import compliance, product classification, usage of duty preference programs, adherence and enforcement to import regulations, laws and company policies.
- Collaborated with the software vendor to develop and test e-Customs, their new ABI software system.
- Developed training materials and user manuals for e-Customs, and conducted training.
- Collaborated with the VP of CHB Services to develop the policy and procedure manual for Customs compliance/operations.
- Conducted branch compliance audits, handled post entry work and special projects.
- Assisted branches with CHB operations when necessary due to short-staffing or increased volumes.
- Monitored trade restrictions, general prohibitions, new legislation and new import requirements.
- Responded to CBP and other government agencies inquiries and requests for information.

Assistant Manager
James J Boyle & Co
Seattle, WA
2011 – 2012

- Acting branch manager for over 3 months while the branch manager was on leave. Involved with payables, receivables and P&L.
- Provided excellent leadership and management that fostered a cohesive team, and helped build upon the skills of each individual.
- Assisted in sales and with customer presentations on brokerage and compliance. Grew additional business by selling other services offered by JJB to existing clients.
- Handled all complex Customs entry-related issues and post entry. Specialized in clearing hunting trophies.

Customs Compliance Specialist
Costco Wholesale Corp
Issaquah, WA
2010 – 2011

- Primary resource for import compliance, product classification, valuation, marking, use of duty preference programs, adherence and enforcement of import regulations, applicable laws and company policies.
- Assisted Costco buyers with supplier negotiations by identifying relevant Customs and PGA requirements.
- Assisted Costco buyers with tariff engineering to reduce or eliminate duty rates.
- Assisted in developing compliance policies and procedures internally and for service providers.
- Developed and maintained training materials and conducted internal training.
- Identified opportunities for duty refunds and savings, including classification, valuation, trade programs and duty drawback.
- Wrote binding ruling requests to CBP, personally saving the company \$200K+ in previously paid duties.
- Monitored and tracked the status of all Costco post entry work.
- Assisted in additional areas, including but not limited to: Supply Chain Security (C-TPAT), export, Canada Customs, NAFTA, Mexico Customs and audits.

Brokerage Supervisor
UPS Supply Chain Solutions Inc
Seattle, WA
2007 – 2010

- Supervised 5-9 employees on swing shift, and shared 20+ on day shift. Assisted with interviewing, was responsible for disciplinary action, performance reviews, salary adjustments, etc.
- Responsible for all post entry procedures and processing for UPS SCS Seattle's largest account, and assisted other teams with their client base.
- Audited and ensured compliance for Customs entries, and provided training.
- Managed the entire brokerage department's quarterly and yearly audits.

Training & Software Experience

- Created training materials for Customs' software, and provided training at offices around the US.
- Supervised help desk and provided support, performed remote software installations and created customized reports.
- Proficient in Outlook and MS Office including Visio and Access, HP and IBM software, Monarch, D-Base for Windows, and database scripting.
- Specialized Applications: ACE, CargoWise, Int'l Trade Systems Inc (ITS), EDITrade, SAP, Tradepoint Systems, Citrix Metaframe Server, AS400/Theta, ProCarS, Tradesphere Brokerage (Vastera), HBU/Unitel, Roanoke Trade FastBond, Avalon Risk Merlin, FDS Cargo-Trac, Expeditors' Transportation Mgmt System (e.tms), Horace, Hellogic, QuestaWeb, e-Customs, Tradeflow, e2open and Descartes CustomsInfo.

Certifications & Education

- **Licensed US Customs Broker (LCB)**
- **Certified Customs Specialist (CCS)**
- "Unix C-Shell and Bourne/Korn Shell Programming for Client/Server" training.
- Whatcom Community College, and Bellingham Technical College, various computer and business courses.
- Blaine High School; Business & Accounting

References available upon request