

# Amy Wicker

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## AREAS OF EXPERTISE

- Licensed Customs Broker
- Import Expertise
- Project Management
- Process Improvements
- International Supply Chains
- Standard Operating Procedures (SOPs)

Diligent, resourceful Licensed Customs Broker with extensive global expertise in import compliance and logistics. Adept at implementing process improvements and standard operating procedures (SOPs) to streamline compliance operations. Proven history of ensuring international supply chain efficiency and maintaining high standards of compliance. Collaborative communicator focused on building top-performing teams and delivering customer service excellence. Ready to drive operational excellence and compliance in international trade management.

## WORK EXPERIENCE

### Amgen • 03/2023 – Present

*A biopharmaceutical company with over 24000 employees. Specializing in biotechnology medicines with \$26.32B in revenue..*

#### Center of Excellence Import/Export Specialist

Leading customs compliance initiatives to obtain high compliance ratings with US Customs and its partnering agencies (PGAs) and provide excellent standards of customer service. Implementing new processes and developing and delivering customs compliance and supply chain security training. Audit brokerage services and billings. Preparing a Quarterly Broker Review (QBR) with metrics that included audit results, post-entry concerns, hot topics, and issues, ensuring brokers have the tools and information needed to complete requested functions.

#### SELECTED ACCOMPLISHMENTS:

Recruited for the role to ensure compliance with US Customs rules and regulations by creating processes, standard operating procedures (SOPs), and training other departments on international trade actions, processes, and procedures.

### Descartes Systems Group • 07/2022 – 11/2023

*Software company with 1,600 employees. Specializing in cloud-based logistics and supply chain management services with \$275.2M in revenue.*

#### Project Manager, Professional Services

Plan and manage projects for QuestaWeb software services through the stages of scoping, design, implementation, and hand-over to the support organization staying on time and within budget. Collaborate with business consultants to ensure client requirements are clearly understood and documented as the main point of contact between external partners and the internal team. Track risks, assumptions, issues, and dependencies for each project.

#### SELECTED ACCOMPLISHMENTS:

- Implemented the QuestaWeb application for fifteen customers on budget and on time in each instance, meeting with customers to create project plans, holding progress meetings and mock application runs, and completing go-live processes.
- Planned and managed a data center move of over 140 customers that was completed 3 months early, supporting clients by answering questions and preparing the application for the move.

#### Broad & Deep Experience:

- ✓ Free Trade Agreements
- ✓ Harmonized Tariff Schedules
- ✓ Classification (USHTS / ECCN)
- ✓ Government Partnerships
- ✓ Chapter 19 CFR Customs Duties Regulations
- ✓ PSCs / CF28 & CF29
- ✓ CTPAT Trade Compliance
- ✓ Generalized System of Preferences

## **NSNA • 06/2021 - 10/2022**

*A tier-one supplier with 261 employees specializing in Head-Up Display systems with approximately \$250M in annual revenue.*

### **International Trade Compliance Supervisor**

Led customs compliance initiatives to obtain high compliance ratings with US Customs and its partnering agencies (PGAs) and provide excellent standards of customer service. Implemented new processes and developed and delivered customs compliance and supply chain security training. Audited brokerage services and billings. Prepared and presented a Quarterly Broker Review (QBR) with metrics that included audit results, post-entry concerns, hot topics, and issues, ensuring brokers had the tools and information needed to complete requested functions.

#### **SELECTED ACCOMPLISHMENTS:**

- Recruited for a new role to ensure compliance with US Customs rules and regulations by creating processes, standard operating procedures (SOPs), and training other departments on international trade actions.
- Decreased brokerage fees by 10% by conducting research into current and unknown brokerage fees and re-negotiating based on removing unnecessary and inconsistent fees billed by location.

## **DSV Air and Ocean • 07/2019 – 06/2021**

*Global supplier of transport and logistics solutions specializing in transportation services with 75,000 employees and \$500M in annual revenue.*

### **Customs Brokerage Manager**

Managed the brokerage department with a team of 6-10 professionals for the Detroit office. Organized import compliance training for internal and external customers. Allocated a budget that included payroll, raises, bonuses, and training expenses. Completed specialized import projects including new consultations to obtain business and provided training on incoterms, FDA, ADD/CVD.

#### **SELECTED ACCOMPLISHMENTS:**

- Determined if customers could benefit from cost savings in duty and fees from US Customs by establishing cost-effective measures to ensure new contracts were profitable by reviewing commodities and additional requirements monthly.
- Negotiated 12+ profitable brokerage contracts for services, improving profitability over time by addressing commodity issues with US Customs and incorporating team processing time for the average shipment when determining costs.
- Maintained up-to-date knowledge on US Customs hot topics and improved team compliance with new processes and procedures by attending and then conducting training to pass along the new information and ensure all employees were up to date.
- Achieved 95% or higher audit ratings following participation in quarterly broker audits with selected customers by following all internal SOP's and customer work instructions and addressing customer issues immediately.

## **MTU America Inc. 2008-2019**

*Global supplier of diesel engines with 350 employees specializing in off-highway applications with \$4.5B in annual revenue.*

### **Senior International Trade Compliance Lead (2014-2019)**

Led a 5-member team of import compliance specialists and audited customs brokers to ensure compliance with high standards.

Completed ISA audits and yearly evaluations, preparing monthly audits and annual letters of audit results for submission to US Customs for reevaluation of the ISA program. Prepared and analyzed team metrics including quantity and quality of work. Audited broker work, and prepared and presented quarterly broker reviews (QBRs) that included audit results,

post-entry concerns, hot topics, and issues, and ensured that brokers had tools and information to complete requested functions.

**SELECTED ACCOMPLISHMENTS:**

- Earned admission into ISA (now called CTPAT Trade Compliance) by creating SOPs, work instructions, an audit plan, and maintained priority status to access expedited rulings, a national account manager, enhanced importer trade activity data access and automation, disclosure benefits, and removal from focused assessment audits.
- Improved control of the import process by implementing the SAP global trade system (GTS) module; completed testing and provided guidance on features needed for import trade compliance; created desktop procedures and trained employees.
- Reduced waste and administrative time by planning and implementing the transition to a paper-free work environment, streamlining business processes, and developing paperless workflows.

**Senior International Trade Compliance Analyst (2008-2014)**

Implemented GTS in collaboration with the IT team that included testing processes and procedures, training employees, and creating desktop procedures. Communicated vision of the application to IT and testers and created a roadmap for enhancements. Performed sanctioned Party Screenings on vendors and suppliers. Implemented the ISA program and maintained priority status.

**Michigan State University (MSU) – East Lansing, MI**

Coursework toward Business Management degree in Materials & Logistics Management

**Licenses:**

Customs Broker License, Department of Homeland Security – Detroit, MI

**Technical Skills:**

Microsoft Windows, Microsoft Suite (Excel, Word, Outlook), Adobe Creative Suite, Google Workspace, SAP, GTS, NetChb, CargoWise, Plex, Jira, Monday.com, Slack, Zoom, and QuestaWeb

**Professional Affiliations:**

International Compliance Professionals Association (ICPA)

**SKILLS**

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| <ul style="list-style-type: none"><li>• Analytical Thinking</li><li>• Transportation Services</li><li>• Compliance Management</li><li>• Contract Negotiation</li><li>• Supply Chain Security</li><li>• CF19 Code of Federal Regulations</li><li>• Document Management</li></ul> | <ul style="list-style-type: none"><li>• Process Improvement</li><li>• Business Process</li><li>• Customs Compliance</li><li>• Logistics Management Software</li><li>• Project Management</li><li>• Trade Compliance</li><li>• USHTS</li><li>• ECCN</li><li>• FTA's</li></ul> | <ul style="list-style-type: none"><li>• PGA's</li><li>• GSP</li><li>• Valuation</li><li>• COO</li><li>• Workflow Process</li><li>• Cost Reduction</li></ul> |
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