

Alexandra Loukx
Import / Export Specialist
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Multilingual Import / Export Specialist, currently awaiting the issuance of the Customs Broker License. Extensive work experience in the manufacturing environment including knowledge of SAP / ShipER, Logistics, and operational workflow on the Customer Service- as well as on the Purchasing side. A professional who demonstrates a practical knowledge for implementing technology to optimize business processes and facilitate Trade Compliance.

Jan. 2021 - Current

Import / Export Specialist – Supply Chain Operations

Laborie Medical Technologies Corp. Portsmouth, NH

Medical Device Manufacturer

Managing the U.S. import & export operations and liaising with Customs Brokers and Regulatory Department to facilitate Customs & FDA clearances, including approval of Entry Summaries. Classifying goods and making country of origin determinations.

CARM Portal implementation (CBSA Assessment and Revenue Management).

Part of the ShipERP team (Transport & Compliance management system integrated with SAP), resolving export compliance and documentation issues (Commercial Invoice project).

Part of the Trade Compliance. Implementation of a cloud-based solution to streamline and optimize import and export activities. Identification of cost-saving opportunities.

May 2016 – Dec. 2020

Sr. Customer Service Coordinator

Brueckner Group USA Inc. Dover, NH, Germany- and Switzerland-based Company

Machinery for oral care & cosmetics, plastic & metal closures, and thermoform packaging

Managed daily customer service operations. Coordinated equipment purchases & sales involving import & export activities, ensuring timely delivery and client satisfaction in North America, li. Trained new customer service team members. Part of the SAP S4 / HANA implementation team, aligning business process requirements with the ERP system.

March 2014 - May 2016

Global Integrated Marketing Coordinator

A.W. Chesterton Company, Groveland, MA

Division for Abrasive-Resistant Coatings, Industrial Lubricants & Maintenance Products

Manufacturer of industrial fluid sealing systems, high performance protective coatings, cleaners, lubricants, and specialty industrial maintenance products.

Part of the website redesign team, streamlining content for improved user engagement.

Managed web contents, enhancing digital presence and accessibility. Executed tradeshow projects, enhancing the visual presence of the brand and products.

Dec. 2007- March 2014

Account Executive

A.W. Chesterton Company, Groveland, MA

Processed sales orders and advocated for customers' needs across all business areas to ensure timely delivery and an exceptional customer service experience. Collaborated with cross-functional teams for seamless order fulfillment. Part of the Microsoft Dynamics AX implementation team, aligning customer service process requirements with the ERP system.

2014

Bachelor Degree: Applied Studies / Management
Granite State College, Portsmouth NH (UNH College of Professional Studies)

2006

Associate Degree: Computer Technologies, Minor: Web Design
Great Bay College, Portsmouth NH

Languages:

English, German, Polish