

HEATHER BRUSER

(267) 738-5138 | heatherbruser@gmail.com

SUMMARY OF EXPERIENCE

Accomplished Import and Export Compliance Administrator with over 15 years of experience in import/export and international trade/logistics, skilled in cost-saving initiatives and process improvement projects. Demonstrates expertise in handling compliance documentation, collaborating with cross-functional teams, and managing classified products under various trade agreements. Excels in ensuring adherence to governmental regulations and consistently showcases talent in streamlining operations, resolving customer service issues efficiently, and maintaining high standards of compliance and risk assessment. A natural team leader with experience in engineering compliance, documentation and export license management, ERP to web systems (JDE), lean manufacturing, free trade agreements (FTAs), risk assessment and compliance training. Currently working toward certification as a U.S. Export Compliance Officer and an Associate of Arts Degree in International Trade.

SKILLS

- Team Leadership
- Import/Export Compliance
- International Trade and Logistics
- Engineering Compliance
- Documentation and Export License Management
- Cross-Functional Team Collaboration
- ERP to Web Systems (JDE)
- Lean Manufacturing
- Free Trade Agreements (FTAs)
- Risk Assessment and Compliance Training
- Cost-Savings and Process Improvements
- Communications & Customer Service

PROFESSIONAL EXPERIENCE

MILTON ROY COMPANY

Ivyland, PA

Import/Export Compliance Administrator

2006 – Present

- **Regulatory Adherence:** Executing import and export operations for a leading metering pump manufacturing firm, meticulously verifying full compliance with all relevant governmental regulations and standards
- **Export License Management:** Orchestrating the development and submission of documentation for Export License shipments (ECCN=2B350); Successfully applying for Export Licenses through the Bureau of Industry and Security (BIS) using the SNAP-R system, validating regulatory compliance and streamlined international shipping
- **Documentation Processing:** Managing the comprehensive processing of export documentation for international shipments, meticulously adhering to Standard Operating Procedures (SOPs) and stringent governmental regulations, resulting in seamless and compliant global distribution
- **Classification and Assignment:** Collaborate with the engineering team to classify and assign parts for export and import, assuring strict adherence to government guidelines and HTS/CROSS regulations
- **Risk and Compliance:** Manage the processing of CF28 requests and conduct comprehensive risk assessments in coordination with U.S. Customs, resulting in proactive compliance and mitigation of potential risks
- **Coordination with Brokers:** Working with brokers on all imports to ensure compliance, proper paperwork, HTS codes, and country of origin
- **Order Review, Authorization, and Processing:** Conduct thorough compliance reviews of orders and authorize them for efficient processing
- **EEI Filing:** Accurately and promptly file Electronic Export Information (EEI) for all export shipments for seamless regulatory compliance
- **Denied Party Screening:** Conduct comprehensive denied party screenings to verify full regulatory compliance and mitigate risks
- **Handling Classified Products:** Oversee the management of products classified as dangerous good per IATA regulations and those covered under Free Trade Agreements (FTA), with strict adherence to all relevant guidelines and standards
- **Achieving Competitive Excellence (ACE):** Collaborate with the Achieving Competitive Excellence (ACE) program to enhance operational efficiency and drive continuous improvement initiatives
- **Customer Service:** Address and resolve daily customer service issues with efficiency and effectiveness

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PROFESSIONAL EXPERIENCE (page 2)

LANCA SALES INC.

Hillside, NJ

Sales and Customer Service

2003 – 2006

- **Comprehensive Import/Export Solutions:** Provided end-to-end import/export solutions for a packaging and containers manufacturer, facilitating seamless and efficient international trade operations
- **Order Management:** Meticulously entered and managed all standard and specialty orders in the system, ensuring precise tracking and seamless progression from initiation through to successful completion
- **Export Coordination:** Efficiently managed export bookings for load shipments, resulting in accurate and timely completion of EEI filings to facilitate smooth and compliant export operations
- **Logistics Coordination:** Proactively collaborated with warehouse teams to expertly manage ground and air shipments, highlighted by timely and efficient delivery of all goods
- **Customer Issue Resolution:** Managed and resolved daily customer issues with promptness and efficiency, consistently maintaining high levels of customer satisfaction and fostering strong client relationships

CROWLEY LINER SERVICES

Pennsauken, NJ

Intermodal Department

1997 – 2003

- **Trucking Coordination:** Strategically organized and coordinated trucking for all pickups within the designated area, securing efficient, timely, and cost-effective transportation solutions
- **EDI and EIR Management:** Managed and entered Electronic Data Interchange (EDI) orders and Equipment Interchange Receipts (EIR) into the system, confirming the maintenance of accurate and up-to-date records for seamless operations
- **Rate Negotiation and Load Optimization:** Negotiated truck rates and expertly coordinated load/load shipments to optimize costs and maximize equipment utilization, resulting in significant operational savings
- **Customs Compliance:** Prepared and dispatched Barge Manifests to Customs for review and potential examination, meticulously adhering to all regularly requirements

TECHNICAL SKILLS

SOFTWARE: Microsoft Teams; Zoom; JD Edwards; Adept; Microsoft Office Suite: Word, Excel, PowerPoint;
Google Suite: Docs, Sheets, Slides

EDUCATION

DUNLAP-STONE UNIVERSITY (Currently Enrolled)

Peoria, AZ

Certified U.S. Export Compliance Officer (In Process) Associate of Arts (AA)

Degree: International Trade (In Process)

Courses:

TRD-306: Understanding the ITAR - COMPLETED

TRD-307: Understanding the EAR - COMPLETED

TRD-311: Documentation for Export Compliance - COMPLETED

TRD-320: Ethics in Trade Compliance