

HOLLY M. SNEAD

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(RE: WEST COAST INT'L TRADE COMPLIANCE OPPORTUNITIES)

QUALIFICATIONS

15+ years dedicated work experience with multinational corporations in the international trade industry as a Licensed Customs Broker (1994), Certified Customs Specialist (CCS), trade consultant and various managerial positions in trade compliance. Comprehensive knowledge of all aspects of importing from clearance to post-entry audit and corrective action including systems, processes and procedures in accordance with federal rules and regulations; sea, air and land border entry, international and domestic transportation. Focus and expertise in customs compliance issues including directing policy, drafting procedures and implementation of internal controls. Intensive experience in Focused Assessment Audit (FA), Prior Disclosure and Importer Self-Assessment (ISA) program preparation with proven success in adhering to "Reasonable Care" standards and avoidance of non-compliance fines and penalties. Exceptional achievements in securing duty refunds from post-entry claims and cost savings due to effective management of staff, applications, processes and resources. Self-starter with strong work ethic seeking an international position where I can apply management, planning, problem-solving and organizational skills.

- Ability to manage multi-faceted activities; strong quantitative and analytical skills; quick response and resolution to problematic issues, thereby ensuring timely, accurate and qualitative results.
- Demonstrated excellence in conducting internal compliance assessments, research and data extraction and analysis to ensure processes and procedures are compliant.
- Expertise in HTS classification of raw material and finished good commodities including automotive parts, electronics and wearing apparel. Extensive use of trade publications and resources such as the Harmonized Tariff Schedule (HTSUS), Explanatory Notes (EN), Binding Rulings and 19 CFR regulations.
- Highly effective in managing relationships with U.S. Customs and Border Protection officers, service providers, customs attorneys, company associates and clients to achieve set goals and objectives.
- Exceptional writing achievements in drafting policies, procedures, binding rulings, compliance and trade program eligibility summaries.
- Effective teamwork, leadership and management skills; energetic, highly organized, resourceful, methodical, detailed, flexible, dependable, conscientious, ethical, good-natured, and service-oriented.
- Extensive use of Microsoft Office applications - Outlook, Word, Excel, PowerPoint, Access and Visio.
- Quick learner on computer systems applications such as AS400, MAS200, IMS and MIC.
- Trainings in Export transactions include CCL, ECCN's, Country Chart, Jurisdiction, Classification, Export Controls and Compliance.

PROFESSIONAL EXPERIENCE

Daimler Trucks North America, Portland, OR

8/2008 – 12/2009

German trucks and truck parts manufacturer, importer and exporter

HTS Classification Team Lead – International Trade Department

- Built team of five HTS Classification Specialists resulting in 2009 cost savings of \$1.37 million by bringing previously outsourced tariff classification function in-house for US and CA parts.
- Implemented MIC CCS software application module to achieve tariff classification of 100,333 parts.
- Redesigned Tariff Classification Assignment Screen which enhanced speed and efficiency of workflow for the classification process by actively utilizing parts classification database while classifying new parts.
- Interfaced with IT support team to identify methods for automating tariff classification which resulted in autotclassification of 54,000 truck parts for total cost savings of \$618,160.00.
- Designated specifications for Oracle-based reports to effectively identify, track, analyze and manage workload for optimal delegation to staff and statistical reporting to Senior Manager.
- Determined part detail commonalities resulting in a 162% increase in volume of assigned classifications.
- Recruited, hired, trained and managed HTS Classification Team including workload delegation, weekly meetings, parts classification goal matrices, team member duties and responsibilities, systems applications and trade compliance online trainings, budgeting and performance evaluations.
- Created Classification Procedures Manual which met customs compliance regulatory requirements and provided critical resource support for HTS Team, including work tools, written internal controls and procedures and workflow diagrams to streamline and standardize processes.

Customs Compliance Solutions, San Diego, CA
Self-employed

12/2007 – 7/2008

International Trade Consultant

- Trade compliance project work including HTS classification determination, NAFTA eligibility, Export Controls, Jurisdiction and Classification.

ITW Spacebag, San Diego, CA
Storage products manufacturer, importer and exporter

9/2006 – 11/2007

Trade Compliance Manager – Accounting Department

- Managed all trade compliance activities for imports including oversight of daily operations by Import/Export Assistant, HTS classification, NAFTA, 9801/9802, Certificates of Origin, Country of Origin Marking and post-entry internal auditing; export compliance oversight and internal advice for shipping documentation, Schedule B, trade programs and Recordkeeping.
- Internal liaison and active team member with Corporate Compliance and KPMG for comprehensive self-assessment work related to discovery, review, analysis, auditing and reporting of historic data for imports and US/MX operations (HTS, Valuation, 9801/9802, NAFTA) leading to filing of Prior Disclosure, quantification meetings with CBP and subsequent submission of claims to CBP to correct entries.
- Implementation of C-TPAT procedures via in-house trainings; Phase 1 prep for C-TPAT Validation.
- Directed project for identification, extraction and reporting of Assist values related to supplier foreign manufacturing operations including interfacing with Accounting Department and data mining into MAS200 Capital Asset and General Ledger accounts.
- Comprehensive tariff classification determination of product line using HTSUS, Explanatory Notes and Binding Rulings; developed comparative matrices to review, analyze and finalize correct tariffs.
- Customs Broker oversight and performance assessment including entry audit, fees and recordkeeping.
- Directed NAFTA eligibility and verification project including completion of Certificates of Origin.
- Developed Import/Export Assistant by assigning authority to challenging projects such as KPMG ISA Transaction Testing internal audit entry documentation review and Prior Disclosure customs entry Recordkeeping project with ITW Corporate Compliance, temporary personnel and Customs Broker.
- Managed participation in CBP programs such as Reconciliation, C-TPAT, ACE and preparation for ISA.
- ITW Broker Initiative/Supply Chain Program participant for business unit CB/FF cost analysis.

Customs Compliance Solutions, San Diego, CA
Self-employed/Contract Trade Specialist for Zisser Group (6/2003 - 5/2005)

3/2003 – 8/2006

International Trade Consultant

- Active Service Team Member for implementation of import compliance program, including training, internal controls and procedures investigation, analysis, review and reporting as part of Customs Focused Assessment Audit for Samsung Electronics Maquiladora in Tijuana, Mexico.
- Managed entire cycle of comprehensive 2002 Entry Review project for Samsung Electronics, including project development, verification of HTS Classification, NAFTA, 9801, 9802 and Valuation; 100% audit of entries (11471 line items) and reporting of results, including Findings and Recommendations to support internal controls efficiencies.
- Client project management work for dietary supplement importer AHD International, including HTS classification determination and FDA regulatory advice support (Product Codes, Premarket Notification and the Bio-Terrorism Act.)
- Service Team Member on NAFTA Origin Certification project for Schlage Lock Company. Developed Origin Certification Documentation Packet; reviewed, categorized and developed parts lists for NAFTA eligibility; audited NAFTA Certificates of Origin and Manufacturer's Affidavits for YR 2004.
- Managed Esprit Country of Origin Verification project; audited foreign factory records to verify origin.
- Secured Binding Rulings for AHD International, Thomson Industries and Daws Better Built.

Younger Optics, Torrance, CA
Optical lens manufacturer, importer and exporter

12/2002 – 1/2003

Consultant – International Department

- Project management work for new Maquiladora manufacturing plant in Mexico – provided customs compliance expertise including HTS classification review and country of origin verification for 700 parts.

Denso Sales California, Inc., Long Beach, CA
“Primary Focus Industry” Japanese automotive parts importer.

5/1999 – 8/2002

Customs Compliance Supervisor - Logistics Department

- Managed customs compliance issues focusing on Prior Disclosure and Reconciliation filings for post-entry price adjustments, Parts Dictionary HTS classification audits and updates, Protest filings and CF28.
- Secured \$32,000 in Customs duty refunds via post-entry claims.
- Implemented internal audit procedures to ensure importations in compliance with CBP and other government agencies and maintained internal audit trail from other departments to Logistics.
- Automated process for Reconciliation filing which reduced data compilation time by 75%.
- Created import job instructions and procedures for Customs Compliance Manual.
- Conducted internal compliance assessments to determine compliance rate and correct deficiencies.
- Provided company-wide regulatory advice and guidance on a variety of Customs issues including classification, marking and valuation which reinforced adherence to Customs' rules and regulations.
- Enhanced functions and capabilities of AS400 import program and Parts Dictionary database which improved reliability and quality of import shipment data captured and consistency in classification.
- Supervised Import Administrator to ensure timely import clearance and delivery of parts and accurate recordkeeping; trained I.A. on terminology and methodology of HTS classification.
- Interfaced with National Compliance Manager and Customs Attorney to correct compliance deficiencies and standardize national procedures.
- Conducted quarterly reviews of Customs broker which maintained entry compliance with U.S. Customs; evaluated services and negotiated fees.

Tower Group International, (Fed-Ex Trade Networks), Los Angeles, CA

7/1991 – 4/1999

Full service national customs broker/ freight forwarder.

Research Specialist – Regulatory Services Group (1997-1999)

- Managed all post-entry issues for import department including Protests, SIL's, 520(c)'s, NAFTA claims, Drawbacks, Fines and Penalties, Voluntary Tenders, TIB's, Marking Notices and CF 28/29's.
- Secured \$210,000 in duty refunds for erroneous payments by filing highly persuasive claims.
- Supervised and trained Regulatory Services in all aspects of post-entry and compliance, including procedures, customer requirements, formulation of claims and mitigation of liquidated damages.
- Provided technical expertise via research, training and seminars which expedited clearance and delivery of cargo, effected proper duty payment, and maintained clients' good standing with CBP.
- Developed tracking system to manage TIB entry deadlines and avert liquidated damages.
- Expanded knowledge of Prior Disclosure, Recordkeeping, Customs Audits and Reconciliation.
- Reduced "late filing" and TIB liquidated damages from \$1,000 to \$110 by filing mitigation claims.
- Directed special client projects involving Prior Disclosure, NAFTA and Foreign Trade Zone issues.

Account Supervisor – Import Department (1996-1997)

- Supervised a team of nine staff responsible for customs and importation services provided to Sony, Hewlett Packard and Aiwa; managed EDI import data transactions.
- Assisted upper management with revision of operating procedures including restructuring job descriptions to maximize staff performance and maintain efficient and optimum workflow.
- Supported Import Manager with business development and implementation of departmental budget.

Assistant Account Supervisor (1992-1996)

- Managed and serviced over 50 accounts including footwear, plywood, steel and textile imports.
- Assisted with training of 11 staff members on entry procedures and client account requirements.
- Secured numerous import duty refunds from accurate Drawback entry filings.
- Reviewed, classified and filed air and ocean import entry documents for U.S. Customs clearance.
- Determined eligibility of imported goods for various Free Trade Agreements such as NAFTA, SFTA, AFTA and GSP.
- Assigned more complex accounts due to quality of service provided to customers, proven success in meeting deadlines, consistent accuracy of entry filings, and high level of productivity.
- Interfaced with ocean and air carriers, trucking companies, U.S. Customs and Border Protection and other government agencies which expedited the importation and delivery of cargo.

EDUCATION

MBA – Thunderbird School of Global Management, Glendale, AZ.
Emphasis on Marketing, International Trade, Latin American studies and Spanish.

Bachelor of Arts, University of Colorado, Boulder, CO.
Major in Cultural Anthropology - Focus on Mexican and Latin American cultural studies.