The Lagoons, Foster City, CA 94404

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General Working Characteristics

- Engaged leadership style with 30 years of progressive accomplishments in the transportation and logistics industry
- Detail oriented with the natural ability to create successes from chaotic circumstances
- Tested analytical and judgment abilities to energize measured resources and accomplish desired results
- Superior communication skills to clearly present facts and gain support from global clients, colleagues and vendors

Areas of Expertise

- Air Export operations, management and sales
- Air Import operations, management and sales
- Detailed budget planning and administration
- Team development, mentorship and leadership
- Business development, negotiation and pricing
- Skilled local, national & global collaborator

- Export Administration Regulations (EAR)
- Certified Cargo Screening Program (CCSP/CCSF)
- Dangerous Goods Regulations (DGR) Certified
- Automated Export System (AES)
- Customs-Trade Partnership Against Terrorism (C-TPAT)
- CFR 15/19/49, FTR, ITAR & Other Agency Regulations

👚 Demonstrated performer in a variety of working environments; departmental, branch, regional, global and field

Qualifications Summary

Air, Ocean & Surface Operations | Team Building | P&L Management | Project Management | Regulatory Compliance

- Strategic Operations & Compliance Professional with 30 years of significant and progressive responsibility advances
- Air Export Specialist; skilled with every facet of negotiation, documentation, compliance and reporting requirements necessary for successful single and multimodal international cargo movements.
- Import Management; communication, regulatory and documentation specialist for timely multimodal deliveries
- Exceptional Communicator; cited for developing and nurturing key national and international contacts
- Known for implementing and managing innovative corporate policies and procedures
- Proven Record of Accomplishment; increasing revenues, streamlining workflow, and creating a team environment to increase productivity
- Quick Study with an ability to achieve organizational integration, easily assimilate job requirements and aggressively employ new methodologies
- At Ease in high stress, fast paced environments with emerging and multiple responsibilities

Education, Certifications & Technology Skills

- University of Connecticut, Bachelor of Arts Degree
- International School (Ecolint), Founex, Switzerland
- International Baccalaureate in French
- Security Threat Assessment (STA) Certified
- Canadian Int'l Freight Forwarders Assoc (CIFFA)
- DGR Certified
- Ongoing Industry Training and Seminars

- MS Office Suite, including PowerPoint
- Spreadsheet and accounting software skilled
- Proprietary Freight Management Software (FMS)
- Proprietary Warehouse Management Software (WMS)
- Windows, AS400 and iOS proficient
- Exceptional English Skills, oral and written
- Semi-Fluent French and German skills

Professional Experience with Key Achievements & Responsibilities

International Logistics Manager Union City, CA - 2022 to Present



- Contribute to the creation and implementation of best practice logistics vision, strategies, policies, processes and procedures to aid and improve operation performance
- Plan, manage and evaluate logistics operations liasing with internal stakeholders, suppliers, logistics providers, transportation companies and customers

Branch Manager San Francisco - 2018 to 2021



- Full Budget and P&L responsibility
- Developed and managed a first-class customer service team
- Responsible for all import, export and domestic products
- Responsible for all regional sales activities

- Strengthened and improved all compliance programs
- Maintained a 200% annual improvement of net revenues
- Cross-trained personnel to optimize resources
- Negotiated & maintained regional vendor contracts

Airfreight Manager (Export & Import) San Francisco - 2011 to 2017



- Regularly increased annual net revenues by 20 to 30%
- Managed and responsible for CCSF compliance program
- Developed, trained and managed a staff of 16 superstars
- Improved partnerships with global sales groups
- Steadily increased sales with effective quote proposals
- Dramatically increased performance w/staff training

Export Manager (Air, Ocean & Surface) San Francisco - 2009 to 2011



- Increased gross revenues by 250% over 2 years
- Increased traffic volume by 200% over 2 years
- Received perfect TSA audit score due to improvements
- Implemented and managed FMS system
- Improved and streamlined vendor management systems
- Increased winning bids through professional presentations



Resume

Professional Experience with Key Achievements & Responsibilities (cont.)

Branch Manager, Schneider Logistics San Francisco - 2007 to 2009



- Doubled gross revenues every year
- Established ocean export department and trained staff
- Hired and trained local Sales Manager

- Complete Budget/P&L responsibility
- Developed and executed global sales strategies
- Developed and managed vendor performance programs

Air Operations Manager, Intel Project Manager, Special Projects Supervisor, Customer Service Supervisor & Air Export Agent San Francisco - 2001 to 2006



- Progressive advancement through accomplishment
- End-to-end export operations and compliance proficiency
- Managed up to 30 union & non-union staff members
- Developed and negotiated profitable vendor contracts
- Supported Management & Sales with large bid proposals
- Managed import/export/surface programs for Intel
- Developed/managed high-volume Brazilian export projects
- Responsible for complete air export product at SFO branch
- Developed procedures for, and trained customer service staff
- Developed highly profitable relations with foreign partners

Air Export Agent San Francisco & Vancouver - 1992 to 2001



- Air, surface and warehouse rate negotiation
- Customer Service
- Customer pick-up coordination

- Preparation of Master Airwaybills
- Preparation of House Airwaybills
- Export regulatory compliance