

## Contact

[www.linkedin.com/in/](https://www.linkedin.com/in/)

## Top Skills

International Trade  
Project Management  
English

## Languages

English (Native or Bilingual)  
German (Native or Bilingual)  
Spanish (Native or Bilingual)  
Dutch (Limited Working)  
French (Elementary)  
Portuguese (Elementary)

# Frankie Shireman

Senior Customs Specialist at zooplus  
Austria

## Summary

Trade compliance, customs, classification, incoterms, translation, language training, project management, proofreading

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## Experience

zooplus  
Senior Customs Specialist  
January 2021 - Present (3 years 1 month)  
Vienna, Austria

Takeda  
Global Customs & Trade Compliance Analyst  
January 2019 - January 2021 (2 years 1 month)  
Vienna, Austria

- Classification according the harmonized tariff schedule of all imported and exported materials.
- Import and export control as well as rectification for all Austrian legal entities.
- Provision of import instructions, permits as well as related prohibitions and limitations to all brokers.
- Interacting with service providers, regulators, internal stakeholders as well as CMOs in order to facilitate imports and exports, as well as ensure trade compliance.
- Global importer of record and incoterms clarification.
- Reviewing letters of credit and embargo blocks.
- Maintenance of POAs and product specific authorizations for all brokers.
- Monitoring and reporting relevant customs regulation changes.
- Responding to all related government authorities' requests.
- Drafting and editing of SOPs.
- Optimization of the archiving process.
- Internal training for the global trade database.
- Analysis of imports and duty payments

Banco do Brasil  
Accounting Analyst

April 2018 - August 2018 (5 months)

Austria

- Reconciliation of nostro and suspense accounts.
- Preparation of monthly expense provisions, accruals and depreciation.
- Update of accounting procedures.
- Preparation and archiving of daily postings.
- Assisting in the preparation of tax documents

Thermo Fisher Scientific

B2B Customer Service, Inside Sales, Export Management

January 2016 - February 2017 (1 year 2 months)

Vienna, Austria

- B2B customer service in English, German & Spanish for all distributors of the EMEA region as well as OEM clients worldwide.
- Quotations / OTC for 6 product lines in Salesforce and Oracle-JD Edwards.
- Controlling of SOX regulation compliance and trade compliance.
- Reviewing price lists, sales agreements and quotes with the sales team.
- Coordinating exports: establishment of incoterms, providing shipping options according goods and destination, managing provision of necessary documentation.
- Training and monitoring of new team members for distribution (SOP's and work instruction)
- Ensuring feedback flow and reporting to direct manager
- Escalation troubleshooting, technical requests to 2nd level support.
- Ensuring lead-times with production/ planning.

Chilli Gourmet e.U.

Proprietor (sole trader)

November 2012 - September 2015 (2 years 11 months)

Vienna Austria

Food Wholesale & Retail

# Client acquisition and management: Austria, Germany, The Netherlands, Denmark, Finland, Slovenia and Serbia.

# Billing, accounting and logistics.

# Production and purchasing planning.

# Management of retail shop: sales, inventory, social media marketing.

EconGas GmbH

## Portfolio & Trading / Supply & Marketing

September 2011 - August 2012 (1 year)

Vienna, Austria

### # Portfolio & Trading

- Checking hedging strategies to ensure accuracy of market positions.
- Arranging flow, storage & consumption data for analysis. Creating & updating maintenance works calendar.
- Researching pricing models & changing regulatory conditions.
- Supporting the tender management process.

### Supply & Marketing

- Adjusting contracts in accordance with negotiation results. Research and comparative studies for price revisions.
- Researching and analysing potential and established markets. Producing and analysing market research reports and consequent strategy development.
- Review of the internal marketing tools budget. Development of potential scenarios and strategy to optimise costs.

## Sprachinstitut CEF & Institut Experts (Rail Cargo Austria, Siemens, Waagner Biro, EconGas, ORF)

In-company English Trainer

February 2011 - August 2011 (7 months)

Vienna, Austria

- Consulting clients on their needs, wants and requirements according to position, department and business as well as assessing their English level.
- Preparation and instruction of business, technical and cultural English.

## Brennan Inc.

Self-employed

February 2010 - December 2010 (11 months)

Valencia, Spain & Quito, Ecuador

- # Analysis of import tariffs, costs and logistics for the product range.
- # Pricing structure formulation for individual products and combined packages.
- # Product line selection, negotiation and purchasing.

## Synovate

Assistant Translations Coordinator

October 2005 - October 2009 (4 years 1 month)

Amsterdam Area, Netherlands

- Optimisation of administrative processes. Minimisation of project costs through efficient work schedule planning and task allocation.
- Increase in the efficiency of making project quotations.

- Simultaneous management of up to 8 market research translation projects in up to 15 languages.

### Wall Street Institute

English Trainer & Manager of 'in-company' branches

June 2004 - July 2005 (1 year 2 months)

# Management of 'in-company' branch. Increase in the quantity of students by 20%. Maintenance of student progress database.

# Successful opening of 'in-company' branch. Introduction of the training system for students.

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## Education

Hogeschool voor Economische Studies Amsterdam (HES)

International Business Management Studies · (2005 - 2009)

Tecnológico de Monterrey

Double degree programme · (2007 - 2008)

Colegio Americano de Quito

High School, IB/ American high school diploma/ Ecuadorean high school diploma · (2001 - 2003)