

Contact

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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

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.

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)