

Alex Robertson

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EDUCATION

Marquette University, Milwaukee, WI

Graduated May 2012

Bachelor of Science in Business Administration

Major: International Business and Operations and Supply Chain Management

Minor: German Language

CERTIFICATIONS

- Licensed US Customs Broker – March 2014

SKILLS

- Level B-1 Certified in German Language
- SQL

EMPLOYMENT

Trade Compliance Program Manager

Amazon.com

July 2019 - Present

- Act as US and Canadian trade compliance subject matter expert to provide regulatory guidance to internal teams including retail business partners, logistics, legal, and procurement
- Cross-collaborate with these internal teams to pre-identify compliance risks and implement processes to eliminate those risks through HS
- Provide education and on-going guidance on trade compliance requirements for teams looking to establish new trade lanes in addition to ad-hoc shipment requests
- Manage the relationships with Amazon's US and Canadian customs brokers to ensure smooth movement of freight throughout the supply chain
- Conduct regular business reviews with customs brokers to evaluate performance against established SLAs, identify areas of improvement, and further strategic partnership
- Engage with customs authorities and partnering government agencies to respond to regulatory inquiries such as CF28s, Trademark concerns, FDA Notices of Action, and assessments of Liquidated Damages
- Partner with Amazon tech teams in the development of internal tools and dashboards to improve audit programs, customs entry exception management, classification efforts, and targeted risk assessment

Supervisor, Customs Brokerage

Expeditors International of Washington Inc. – Seattle, WA

July 2018-July 2019

- Oversaw a team of fourteen employees in the daily customs import operations for a large US-based retail customer
- Ensured timely release of over 50,000 customs entries per year without delay and error
- Developed tools and reports in order to help catch difficult entries further upstream, trend entry similarities, and properly allocate the entry volume across the team.
- Created processes in order to accurately capture entries where First Sale rules can apply and ensure cost savings for the customer
- Met regularly with the account management team in order to ensure customer expectations are met while also discussing new business and/or Customs requirements, process innovations, and cost savings initiatives.
- Acted as a subject matter expert for my team when questions and issues arise
- Conducted monthly one-on-ones with employees in order to promote their personal development

Analyst, US Customs Systems Development

Expeditors International of Washington, Inc. – Seattle, WA

July 2016-July 2018

- Provided support and assistance with the development of Expeditors' customs systems
- Researched business needs in order to develop an intuitive and user-friendly customs system that met guidelines laid out by the CATAIR.
- Acted as a product owner over integration between in-development beta software and Expeditors' legacy Customs systems

- Spread product and systems knowledge through bi-weekly training calls and publishing job-aids
- Prioritized ongoing development work based off of business needs
- Supported an initiative to increase beta system usage in the United States alongside the Global Business Operations group
- Provided support to senior leadership by researching pertinent topics as they relate to branch or customer operations (i.e, researching tariff impacts, branch entry count reports)

Account Manager and Transition & Implementation Manager

Expeditors International of Washington, Inc.- Indianapolis, IN

August 2015-July 2016

- Responsible for strategic development of six customers in the retail and automotive sectors
- Maintained and strengthened relationships with our customers and work to build lasting partnerships
- Sought out opportunities for new business and ways for Expeditors to better service the customer's supply chain needs
- Continually looked for improvement in procedures and services to create more efficient and cost-effective operations
- As Transition & Implementation Manager my main task was to work with new customers and internal operations to ensure that business is seamlessly taken on by Expeditors by the agreed upon start date
- Worked alongside the customer to understand their expectations and make sure Expeditors has all necessary information to handle their business
- Created standard operating procedure documents that operations can use to ensure consistent service
- Ensured the scope of business that was sold is met by operations

Supervisor, Customs Brokerage

Expeditors International of Washington, Inc.- Indianapolis, IN

October 2014-August 2015

- Supervised and led a team of six employees in daily operations of a time-sensitive aviation account
- Readily assisted my team with problem shipments and troubleshooting import declarations
- Assisted Brokerage manager on sales leads and new business opportunities
- Acted as an account representative to local accounts and prepared and presented quarterly customer business reviews
- Aided in the transition of new customers to ensure business began and continued seamlessly
- Sought out new business tools that helped increase operator compliance and productivity

Other Previous Roles:

Lead Agent, Customs Brokerage

Expeditors International of Washington, Inc.-Indianapolis, IN

December 2013-October 2014

Lead Agent, Transcon Services (Domestic Transportation)

Expeditors International of Washington, Inc.- Indianapolis, IN

August 2013-December 2013

Management Trainee

Expeditors International of Washington, Inc.- Bensenville, IL

June 2012-August 2013