

September 6, 2016

Interview Yan (Michelle) Sun

Interview Questions:

- Describe roll at Intelli Trade Inc.
 - *Advised that their roles are that of analysts and support to existing companies looking for services related to customs compliance, documentation review, etc. Details are very important and she indicated that "details" and "time management" are the two key areas she has excelled at during her stay at Intelli Trade.*
- Why did you leave Cole/Abco to go to Intelli Trade?
 - *Left as she did not feel there was room for advancement. ABCO was primarily Asian imports which is true as I know the company. She wanted to expand her knowledge and while she was afforded the opportunity to learn different roles her inability to move forward was a key reason for leaving.*
- Why are you looking to leave Intelli Trade?
 - *Work environment is a key one. High turnover rate at company is seeing a lot more work load being placed on her. She does not complain but seems to be endless days. No benefits for a full time employee. I don't get this one but it is also a key reason. Wants to get back into the freight forwarding side of the business.*
- Explain multifunctional role at Cole/Abco?
 - *Started in AR and AP and did that for a year then got the opportunity to move into operations. She enjoys this area. Started in imports which is easiest and then moved into exports.*
- Status on CITT?
 - *Completed 3 out of the 5 courses. Currently on hold as she is nearing the end of her CCS or Canadian Customs Specialist designation with an exam on September 24, 2016. She will then rekindle the CITT studies.*
- Status on CCS?
 - *See above*
- Why BDP Canada?
 - *Actually an old manager from ABCO had seen our advertisement on LinkedIn and recommended our company as a good company to apply to. She did research on our company and likes the multi-national aspect of the organization.*
- Why did you choose Supply Chain when your education is accounting and engineering?
 - *ABCO was her first job after school and has been in the industry ever since. Like most of us.*
- What do you like least about your current job?
 - *Working environment*

- Do you like routine tasks and regular hours?
 - *She likes the hours I communicated and is willing to make sure shipments and customers are satisfied even if it means additional hours to get it done. Not an issue and important to export air position.*
- How would you describe your ideal job?
 - *Wants to work in an environment where she is challenged. Has the ability to learn different jobs. Have an opportunity to grow as the company grows.*
- What kind of work interests you and why?
 - *Likes the freight forwarding industry and wants to get back in.*
- You are a permanent resident? Is that correct?
 - *Confirmed permanent resident. Still deciding if she will give up Chinese citizenship for Canadian citizenship. Tough decision.*
- Where do you see yourself in five years from now?
 - *Hopefully have an opportunity to learn and grow into a potential supervisor role or team lead with an eventual goal of becoming a manager.*
- Define a good working atmosphere?
 - *A place where turnover is small. Opportunities for growth exist and the ability to delivery direct customer service. At Intelli Trade only the owner of the company is allowed to speak to clients. She misses that interaction.*

Looking for:

1. 2 week's vacation
2. Needs to give 2 week's notice
3. 45 to 50K per annum
4. Benefits

Summary:

English was good. Seems very bright. I think she would be a good fit.

Sept 6/2016 - MICHELLE SUN

- TRADE CONSULTING
- CCS EXAM
- CITI 3 of 5 CORE COURSES
- LIKE LEAST - WORKING ENVIRONMENT
- STRESS -
- 2 WK NOTICE
- 45-50K SALARY EXPECTATION
- 2 WEEKS HOLIDAYS
- BENEFITS - FAMILY COVERAGE

Michelle Sun – 647-838-9512

Looking at the moment because open for growth and learning opportunities. Worked at freight forwarder (Abco/Cole) for over 6 years. Her experience was in air export/import and ocean export/import. She coordinated with airlines, customers and shippers and her experience included getting packing lists, commercial documents, customer service, preparing B13, billing, quoting, invoices, and data entry/documentation. Salary currently \$45 per year but no benefits.

Questions for Candidates that needs to be asked:

1. This role requires you to register as an ACR or Air Cargo Representative with Transport Canada Aviation Security. The following are minimum requirements to become an ACR.
 - a. Are you currently an ACR? No
 - b. If not, are you a Canadian Citizen? No
 - c. If not, what is your current working status in Canada? Permanent Resident
 - d. Do you object to a criminal background check being done on you? No objection
 - e. Will you supply your home address location for the last five years? Yes
 - f. Will you supply references? Yes
2. Based on your resume do you consider yourself an:
 - a. Senior Export Air Agent?
 - b. Intermediate Export Air Agent? Intermediate to Senior level
 - c. Junior Export Air Agent?
3. Do you have IATA Dangerous Goods training or certificates? Yes
4. What volume of export air files per month do you feel is an acceptable level of production for this position? Reasonable number about 50-60 per month
5. Do you have experience in producing:
 - a. Certificates of Origin Yes
 - b. NAFTA Certificates Yes
 - c. MAWB and HAWB or Master Airway Bills and House Airway Bills? Yes to both
 - d. Have you handled "Letters of Credit" in the past? Yes
 - e. What other forms do you have experience in producing in this role?
6. Do you know what MIGRA is? If so, what is it used for? Not familiar with it
7. What software platforms have you used to handle export air freight in the past? Freight Application – internal system with old company.
8. What is a "day in the life" of an export air coordinator? See above
9. Describe your negotiation skills with airlines and 3rd party suppliers of services? Yes, used to negotiate rates with trucking company and warehouse company. Also would negotiate with airlines if price doesn't match original agreement.
10. Why have you submitted your resume to BDP and what is it you're looking for in the role being offered? It is important that both of our goals are in alignment. Looking for new challenges and knows BDP is a large company with ability to learn and grow.



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- Why did you leave Cole/Abco to go to Intelli Trade?
- Why are you looking to leave Intelli Trade?
- Explain multifunctional role at Cole/Abco?
- Status on CITT?
- Status on CCS?
- Why BDP Canada?
- Why did you choose Supply Chain when your education is accounting and engineering?
- When you were at Cole/Abco what was the biggest challenge you faced there from an operational point of view and how did you handle it? Problem? Solution?
- What do you like least about your current job?
- Do you like routine tasks and regular hours?
- How would you describe your ideal job?
- What kind of work interests you and why?
- You are a permanent resident? Is that correct?
- Why do you think this industry will sustain your interest over the long haul?
- Where do you see yourself in five years from now?
- Define a good working atmosphere?
-

YAN SUN (Michelle)

42 Newdawn Cres., Scarborough ON M1V 1R9 Canada

Tel: 647-838-9512 / Email: michelle.yansun@gmail.com

SUMMARY

- Over 7 years' transportation and logistics experience and knowledge on customs regulation.
- Ability of working with multi-tasks under pressure and fast-paced environment; strong problem solving skills, and Action Oriented.
- Excellent computer skills such as MS Office, outlook, Freight application / Ctrix / AS400 system and office related software.
- Independently conduct 3PL project under SAP/ERP system.
- Language: English, Mandarin and Cantonese.

EDUCATION & CERTIFICATIONS

CCS Candidate, Canadian Society of Customs Broker, 2015-current

CCLP Candidate, CITT-Certified Logistics Professional, 2013-current

DG-cargo certificate, Dangerous Goods Consulting Inc., April 2013

CIFFA & FIATA Designation, Canadian International Freight Forwarding Association, June 2011

Diploma in Accounting, University of British Columbia, November 2008

Dual-Bachelor Degree in Engineering and Management, Guangdong University of Technology, June 2005

WORK EXPERIENCE

Transportation and Customs Analyst, Intelli Trade Inc. - Mississauga

June 2015 – current

- Generate customs documentation - analyze customer's request, obtain and validate the product information from the ERP system, and prepare the accurate import and export customs documents, such as commercial invoice, FDA prior notice, NAFTA certificate, B13 CAED, etc.
- Ensure customs compliance - review customs B3 data entries for clients, and provide the correct data (e.g. HS Tariff Classification, Tariff treatment, duty code, VFDC, VFCC, etc) to the customs brokers, or arrange necessary B2 correction to CBSA and follow up with stamped B2 and DAS confirmation.
- Conduct 3PL / Transportation project - monitor international inbound shipments and prepare daily report; coordinate with shipping line, broker, trucker, warehouse and receiver; operate under SAP/ERP system to verify and update shipping information; analyze the service providers' performance and invoice status.
- Compile, maintain and implement the SOP manual; and maintain the customer account information.
- Manage office administration - prepare monthly billing reports, set up Fedex pickup, control stationery inventory, regularly backup server and update computer system.

Logistics Coordinator, ABCO International Freight Inc. - Mississauga

September 2008 – June 2015

- Organize and monitor the movement of import/export shipments under various modes (e.g. ocean, air, truck, and rail), including international freight and USA/Canada cross border shipment.
- Coordinate with importer / exporter / shipping line / trucker / warehouse / receiver and ensure the on time delivery.
- Prepare the documentation in a timely and accurate manner; breakdown the manifest for the consolidated container; prepare B13 (CAED) for export shipment, ACI filing for import shipment and arrange ISF / FMC filing for USA shipment.
- Assist client to identify the HS code and the duty rate, prepare the customs related documents such as Commercial invoice, packing list, certificate of origin, etc. and cooperate with the brokerage department to solve client's customs related problems.
- Maintain and update the client profile in the internal database.
- Negotiate for the preferential rate with warehouse/trucking company/carrier/overseas agency, and initiate quotation responding to the customer inquiry.
- Verify and approve the agent/vendor invoice.
- Issue the billing invoice, analyze and adjust the job-costing, and investigate when there is a loss
- Issue the insurance certificate according to customer's request
- Trace the lost/damaged/misdirected cargo, and process the intent-to-claim/formal claim letter to the related parties
- Verify and review the monthly insurance report
- Provide the operation training to new employees
- Online order Fedex pickup to send out inter-company pouch.
- Account payable and account receivable
- Backup for reception manner during the lunch hour

Part-time Crew, Mcdonald's Restaurant - Vancouver

September 2007 – August 2008

- Cashier
- Monitor the inventory and report timely to the supervisor
- Verify and receive the correct sku and Qty of the supplies.

Customer Service Representative, Intertek Testing Service Shenzhen Ltd. Guangzhou Branch

May 2005 – January 2006

- Communicate and response to the customers inquiries.
- Prepare the documentations and samples to meet the lab test requirements.
- Verify and technically edit the reports to ensure 100% accuracy, completeness and quality.
- Prepare the final report for on-time delivery to client with accompanying correspondence.

Yan Sun

Transportation and Customs Analyst

Summary

Knowledge of customs regulation.

Good in MS office software, outlook, SAP system.

Strong background in freight coordination.

Experience

Transportation and Customs Analyst at Intelli Trade Inc

June 2015 - Present (1 year 4 months)

- Generate customs documentation - analyze customer's request, obtain and validate the product information from the ERP system, and prepare the accurate import and export customs documents, such as commercial invoice, FDA prior notice, NAFTA certificate, B13 CAED, etc.
- Ensure customs compliance - review customs B3 data entries for clients, analyze any discrepancy, and provide the correct data (e.g. HS Tariff Classification, Tariff treatment, duty code, VFDC, VFCC, etc) to the customs brokers, or arrange necessary B2 correction to CBSA and follow up with stamped B2 and DAS confirmation.
- Conduct 3PL / Transportation project - monitor international inbound shipments and prepare daily report; coordinate with shipping line, broker, trucker, warehouse and receiver; operate under SAP/ERP system to verify and update shipping information; analyze the service providers' performance and invoice status.
- Compile, maintain and implement the SOP manual; maintain the customer account information, and update internal database.
- Manage office administration - prepare monthly billing reports, set up Fedex pickup, control stationery inventory, regularly backup server and update computer system.

International Logistics Coordinator / Inside Sales at Cole International -Abco International Freight Inc

September 2008 - June 2015 (6 years 10 months)

- coordinate air export shipment: initiate quotation to client; arrange pickup; place booking with airline; prepare air way bill, B13 and related export documentation; communicate with oversea agent; etc.
- Organize and monitor the movement of import/export shipments under various modes (e.g. ocean, air, truck, and rail), including international freight and USA/Canada cross border shipment.
- Coordinate with importer / exporter / shipping line / trucker / warehouse / receiver and ensure the on time delivery.
- Prepare the documentation in a timely and accurate manner; breakdown the manifest for the consolidated container; prepare B13 (CAED) for export shipment, ACI filing for import shipment and arrange ISF / FMC filing for USA shipment.

Operations Management
International Trade
Air Freight
Container
LTL
Import Export
Logistics Management
3PL
Transportation Management
Warehousing
Shipping

Education

CITT

CCLP designation , Logistics, Materials, and Supply Chain Management, 2013 - 2018

Canadian society of customs broker

CCS, Customs broker, 2015 - 2016

Canadian International Freight Forwarder Association (CIFFA)

Professional Certificate, CIFFA AND FIATA certificate, 2008 - 2010

The University of British Columbia

Post graduate diploma, Diploma in Accounting, 2006 - 2008

Guangdong University of Technology

Bachelor's Degree, BUSINESS ADMINISTRATION, ENGINEERING, 2001 - 2005

Grade: A

Certifications

CIFFA, diploma in accounting

Canadian International Freight Forwarders Association (CIFFA) September 2008

CCLP student

CITT September 2013

Languages

English

Chinese (Simplified)

Chinese (Traditional)
