



# SAMUEL MCGIVERN-COWAN

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## Summary

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Seasoned Customs Brokerage Representative and Technology Analyst with background in efficient freight forwarding, customs compliance, Network Technology, and Computer Management. Strong skills in coordinating with clients, carriers, MSPs, and government officials to ensure smooth import/export and network operations. Known for maintaining up-to-date knowledge of regulations and industry trends. Contributed to improved operational efficiency and client satisfaction in previous roles.

## Skills

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- Performing mathematical operations
- Can lift more than 70lbs
- Organizational Techniques
- Power tool experience
- DNS
- Computer Programming (Python, c++, JS, SQL)
- Customs compliance
- TCP/IP
- DHCP
- Active Directory
- Domain Group Policy
- Internet research skills
- Operating Microsoft Programs
- Works well under pressure
- Leadership experience
- Inventory management
- Database backups
- Quickly & thoroughly studies written SOPs
- SOP Drafting experience
- 70 - 73 WPM typing speed
- Data entry filing for importers

## Experience

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UPS | PHILADELPHIA, PA  
**Customs Brokerage Rep III**  
*05/2021 - Current*

- Built and maintained strong working relationships with customers, managing communications and inquiries discreetly via email to ensure client satisfaction.
- Supervised the shipment lifecycle from file creation to Customs submission, ensuring compliance with regulations and minimizing transit delays.
- Collaborated with regional and international offices to troubleshoot and resolve transit issues, facilitating timely shipment movement.
- Verified and ensured the accuracy of commercial documentation for shipments, meeting all Customs and trade requirements.
- Provided accurate item classification and invoicing duties using UPS BOSS, ensuring compliance with tariff regulations and client specifications.
- Oversaw six high-priority special accounts (e.g., Satair, Urban Outfitters, Teleflex, Tory Burch, Yokogawa, and Sig Sauer), ensuring tailored service and operational excellence.
- Currently assisting in the clearance of shipments for Tricorbraun as well as Merck Sharpe & Dohme. Both accounts import FDA sensitive Commodities.
- Managed and updated account database values using proprietary mainframe applications, maintaining accurate records and operational efficiency.

Southampton, PA  
**Technical Support Analyst**  
02/2018 - 05/2021

- Trained in FDA and APHIS submissions, handling complex regulatory requirements to ensure the smooth import and export of goods.
- Investigated and remediated shipments held by customs for agencies such as FDA and AG.
- Produced detailed customer shipment status reports using Excel and Access, offering actionable insights and operational transparency.
- Resolved shipment discrepancies, including weight, classification, and trade agreement issues, minimizing financial risks and ensuring compliance.
- Coordinated with internal departments to address issues such as missing POAs and storage charge payments, ensuring operational continuity.
- Experience with Cargowise for tracking shipment lifecycles as well as document management for customer's ocean freight.
- Responded to Customs inquiries by retrieving and submitting relevant information from responsible parties, ensuring compliance with regulatory standards.
- Resolved complex issues in Microsoft Office, Outlook, and operating systems, including reimaging corrupted PCs and restoring partitions, ensuring consistent end-user productivity across diverse environments.
- Enhanced user adoption of Windows 10 and 11 interfaces by deploying Classic Shell, improving efficiency for users unfamiliar with newer systems.
- Managed IT infrastructure for over 40 clients, including local government offices, police departments, and public organizations, applying enterprise-grade security practices and operational standards.
- Administered an Azure Active Directory (Azure AD) network for Richland Borough, overseeing identity and access management to ensure secure and efficient operations.
- Leveraged Acronis for local backups and Datto for cloud-based backup solutions, ensuring robust disaster recovery plans and data integrity for critical systems.
- Conducted advanced antivirus scanning with ESET and implemented intrusion detection and prevention protocols using Barracuda IDS/IPS, proactively securing networks against emerging threats.
- Installed and terminated Ethernet cabling, ensuring proper connection at server rack punchdown blocks for optimal network performance.
- Monitored and analyzed system and network logs to identify potential security risks, troubleshoot issues, and ensure optimal performance across client environments.
- Maintained high availability by clustering application servers, deploying redundancy solutions, and integrating secondary Internet connections to ensure uninterrupted service delivery.
- Acted as the primary point of contact for onsite and remote technical support, effectively gathering requirements, troubleshooting issues, and delivering scalable solutions praised by clients for reliability and technical proficiency.
- Utilized enterprise-grade tools like Wireshark and Barracuda to monitor and optimize network performance, analyze traffic patterns, and resolve bottlenecks in real time.
- Configured and maintained Windows server environments, ensuring compliance with enterprise-level security protocols and achieving 99.9% uptime.
- Earned CJIS (Criminal Justice Information Systems) certification to support

secure handling of sensitive data for law enforcement agencies.

- Delivered consistent operational excellence, with only three minor cybersecurity incidents across two years, attributed to proactive security measures and meticulous monitoring.
- Authored detailed Statements of Work (SOWs) to document technical solutions, milestones, and deliverables, fostering transparency and alignment with client objectives.

PPARX | Bensalem, PA  
**Call Center Agent (Internship)**  
06/2015 - 09/2015

- Managed high-volume inbound phone calls, addressing client inquiries, questions, and concerns regarding products and services with professionalism and efficiency.
- Provided comprehensive email support, effectively resolving customer issues and clarifying processes.
- Prioritized tasks and responsibilities in a fast-paced call center environment, ensuring timely and accurate responses.
- Collected and analyzed demographic information to identify client needs and provide personalized assistance.
- Assisted clients with complex health insurance-related queries, leveraging research and communication skills to deliver accurate solutions.
- Maintained detailed records of customer interactions, ensuring data integrity and facilitating operational improvements.

## Education and Training

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Montgomery County Community College | Blue Bell, PA  
**36 College Credits** in Drafting and Design, Programming (C++), Calculus III, Physics II, Business Communications  
06/2019  
GPA: 3.42

CENTRAL HIGH SCHOOL | Philadelphia, PA  
**HIGH SCHOOL DIPLOMA / BACHELOR'S OF LIBERAL ARTS** in Anatomy, Chemistry, English, Calculus, History, Psychology, Trigonometry, Biology  
06/2016  
GPA: 3.98

## Certifications

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- CompTIA A+
- CompTIA Security+
- CompTIA Network+