



# MAXINE JOY C. AALA

## SEA FREIGHT OPERATIONS EXECUTIVE

### JOB DESCRIPTION

Ensure compliance with all customs regulations and laws; facilitate the clearance of goods through customs by liaising with customs officials. Monitor and ensure adherence to all relevant customs laws and regulations, including tariff classifications, duty rates, and import/export restrictions.

### WORK EXPERIENCE

#### AAI WORLDWIDE LOGISTICS

##### CUSTOMER REPRESENTATIVE

2023-2024

- Supports managers with import documentation and professional demeanor at all times.
- Efficiently processes updated client information and payments into database.
- Collaborated with other team members on various projects and customer issues.
- Adept at scheduling appointments with the customer.
- Processed import documentation in a timely manner.
- Acted as the single point-of-contact for customer inquiries and provided timely responses.

#### AAI WORLDWIDE LOGISTICS

##### IMPORT OPERATION ASSISTANT ( Forwarder & Billing)

2023-2024

- Updating shipment statuses, assisting and advising customers of arrival details.
- Confirming shipping arrangements and details with carriers and clients
- Ensure clients or customers are billed accurately .
- Prepare, verify, and process invoices and coding payment documents for assigned clients.
- Process and manage all necessary import documentation and ensure compliance with all legal and regulatory requirements.
- Track shipments and manage logistics to ensure on-time delivery.
- Process includes the receipt of the order, managing the payment, picking and packing the goods, shipping the package, delivering the package, providing customer service for the end-user, and handling the possible return of the goods.
- Making special shipping arrangements as necessary.

### CONTACT

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### EDUCATION

#### BACHELOR OF SCIENCE IN CUSTOMS ADMINISTRATION

AGONCILLO COLLEGE INC.

AUG 2023 - JULY 2024

#### LICENSED CUSTOMS BROKER

PROFESSIONAL REGULATORY  
COMMISSION

FEB 2024 - FEB 2027

### SKILLS

- Customs Compliance
- Import Documentation
- Shipment Tracking
- Negotiation
- Freight Forwarding
- Empathy
- Problem-solving
- Communication
- Excel (basic)
- Outlook
- Gdrive

### LANGUAGE

- English