

LYNN M. HEINKE

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SUMMARY OF QUALIFICATIONS

Licensed Customs House Broker 1995

Management experience with customs' broker and international freight forwarder.

Proven ability to increase profitability.

Outstanding abilities in problem solving and streamlining operations

License Customs broker with knowledge of entire process from start to finish, including traffic.

Strongly committed to my career

Acute problem solver proven willing and able to tackle/solve brokerage problems.

PROFESSIONAL EXPERIENCE

JAS Forwarding (USA), Inc.
Import Manager / CHB, Permit Holder

Mount Prospect, IL
April 2000 - Present

In charge of a busy 8 person import operation which has quadrupled in size and profitability since 2000. Coordinated sales efforts for new clients with sales personnel as well as upper management. Trained and/or assisted in the training of all operations personnel.

- Experienced in both air and ocean import procedures and filing.
- Well versed in RLF entries in all U.S. ports and RLF border crossing entries
- Familiar with all other government agencies such as FDA, USDA/APHIS, USFWS, EPA, DOT, etc.
- Responsible for FDA audits and maintained a 99% accuracy level on entries.
- Responsible for CFS audits and maintained a 100% accuracy level on records.
- Responsible for the set-up and maintenance of new accounts including tariff classifications and freight routing.
- Focused on Customs compliance and regulations by auditing files and procedures for the branch as well as power of attorney validation.
- Developed and implemented standard operating procedures and created detailed account records for break-bulk and brokerage operations for training purposes and streamlining of processes.
- Involved in all daily procedures for the branch including the filing of entries, duty payments, customer service, rate requests, vendor payments, and P&L management and accountability.
- Coordinated with the Customs and Border Protection in the application and approval of CFS application and transfer upon company relocation.
- Managed all continuous bonds. Managed payroll of employees with ADP.
- Monitored daily billing for errors and followed up on delinquent receivables. In charge of all hiring and firing of the import staff as needed.
- Remote entries for Midwest

**MRH Brokers / Savitransport, Inc.
Import Manager / Vice President**

**Elk Grove Village, IL
March 1995 – April 2000**

- Set up brand new brokerage operation in Port of Chicago.
- Set up and create brand new procedures for air and ocean break-bulk and brokerage to achieve operational excellence.
- Instrumental in software testing and implementation.
- Created customer service standards which increased business from existing customers and new customers by 100%.
- Responsible for overseas correspondence, tracking, tracing, and preparing documentation.
- Responsible for Customs entries, routings, and follow-up to ensure timely deliveries.
- Assisted with export shipments through bookings with airlines and steamship lines.
- Created and maintained accurate customer profiles for correct and current data and transportation rates.
- Increased sales efforts to improve profitability of the branch.

Fritz Companies, Inc.

Bensenville, IL

Import Specialist/Account Representative

July 1992 – March 1995

Handling all inbound shipments for Sears and Reebok Int'l.

EDUCATION

1992 – 1994

Illinois Benedictine College, Lisle, IL
Worked toward Masters Degree

1988 – 1992

University of New Mexico, Albuquerque, NM
Bachelor of Science Degree in Psychology

LANGUAGES

Spanish – Basic understanding, reading and listening skills.

COMPUTER SKILLS

Microsoft CHB, AS400-4Soft, Word, Excel, Power Point, Outlook, ABI