

Joan Boysen

Broomfield, CO

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Accounts Receivable Administration

Tolin Mechanical - February 2014 to June 2014

Deciphering HVAC Technician service requests and activities into customer invoice. Applying costs of services per location of services. Excel spreadsheets, filing, month end billing, sending invoices.

Supply Chain Specialist

UPS-SCS - Broomfield, CO - May 2013 to July 2013

Responsibilities

Providing timely application of HTS on shipments importing into US for customs clearance. Amending HTS changes & providing scanned documentation & reports to US Customs quarterly. Daily, weekly, and monthly reporting to management & customer.

Accomplishments

Applying HTS (Harmonized Tarrif Codes) to freight electronically in a timely manner to increase supply chain on time delivery.

Skills Used

Knowledge of US Customs regulations & HTS codes. Excel reports, database management, Oracle software, burning CD's with documentation to mail. Access software.

Import Specialist

IBM - Boulder, CO - January 1999 to March 2012

Responsibilities

Assist brokers in 32 cities in clearing importing freight.

Manage 3PL suppliers

Develop monthly metrics of OTD (on time delivery) for Director presentation

Team Lead of 11 port coordinators.

Develop, document, train team, manage & test processes.

Project management

Database management

Brokerage management

Accomplishments

Achieved 98% on time delivery and customs compliance.

Skills Used

Customer service, internal & external. Time management, knowledge of customs regulations & HTS codes. Project management, database management, reporting & presentation development. Commitment to excellence.

EDUCATION

BA in Psychology

Regis University

2017

Masters in Project Management

George Washington University

1999

Business Management

Front Range Community College

1991

Boulder High School

1989

SKILLS

Import Customs regulations & HTS, Time management, Report & Presentation administration, MS Office, QuickBooks, High Plains accounts receivable software, All e-mail software, Excel proficient, Calendar management, Database administration, Office equipment

ADDITIONAL INFORMATION

Skills:

Customer Service Excellence

Manage workload under time lines and urgency in 24/7 environment

Research and Project Management

Multi-task & prioritizing workload