# James W. Thatcher

**Licensed US Customs Broker**

**1905 Russet Avenue**

**Dayton, OH 45420**

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**ACCOMPLISHMENTS**

A multitalented Licensed Customs Broker and experienced compliance and operations manager with over 12 years of leadership / experience in all areas of Customs Brokerage and Compliance. Possessing detailed knowledge of US Customs and Border Protection (CBP) formalities as they relate to both customs brokerage / compliance services and private sector importers, having established long-term relationships with both peer and government agencies. Strong ability to data mine, analyze, and communicate information to all levels of management, including seminars and presentations for various groups such as the American Association of Exporters and Importers (AAEI), the Wright State University Raj Soin College of Business, and assorted Fortune 500 companies on trade regulations, laws, and procedures, as well as having written several reviews of pending rule making / congressional legislation to various entities.

**PROFESSIONAL EXPERIENCE**

**Hellmann Worldwide Logistics, Inc. 05/2003-Present**

*International and domestic freight forwarder, customs broker, and logistics provider with over $3.5 billion in annual sales.*

***US Customs Compliance and Information Manager 03/2008-Present***

***Dayton, OH***

Responsible for oversight of $3.5 million budget, over 2,500 in-bond transactions, over 14,600 Importer Security Filings, over 16,800 Customs Entries in 2014.

* Direct regional regulatory trade compliance oversight for nine US locations; national responsibilities for additional 18 offices and clients to assist as needed.
* Member of Hellmann / CBP ACE implementation team.
* Create and conduct regulatory compliance audits; manage other government agency (OGA) audits with exceptional results.
* Implement and audit company and customer C-TPAT programs.
* Monitor current information / news events relating to international imports and CBP / OGA; prepare and send notification to affected global locations and customers.
* Data mine, create, and analyze customized reports and system information using Oracle database and SQL environment.
* Manage and support customs brokerage software, including application system, parts database maintenance, internet tracking and notification system, proprietary importer security filing portal, and imaging solutions; oversight / project management of new data products (internal / external).
* Conduct educational seminars / workshops for global customers and employees on trade programs and regulations / requirements, including Free Trade Agreements, Anti-dumping Duties, Classification, and Importing; work with stakeholders on changes / potential changes in rules and potential impacts to business practices.
* Respond to customer RFI / RFQ inquiries; work with corporate sales and implementation groups to close and properly implement customers.
* Attend QBRs and work with customers to develop and implement business process improvements and efficiencies.
* Develop and implement proprietary solutions for customer-specific CBP / OGA submission and reporting functions.
* Provide advisory services to customers, including Importer Compliance, C-TPAT Certification, Classification, Broker Management, CBP Audit Assistance, and Drawback / Reconciliation Programs.
* Nominated as Hellmann SME at trade, industry, and vendor conferences and functions, including presenting and as a panel member.
* Work with various trade associations and groups for knowledge attainment and response writing to governmental questions on proposed rule changes.
* License holder and permit qualifier for District 41.

***Customs Compliance Manager 03/2007-03/2008***

***Indianapolis, IN / Dayton, OH***

Managed compliance at a branch level with oversight of over 10,000 customs transactions per year (including FTZ entries, consumption entries, in-bond entries).

* Ensured branch location level compliance with then-current CBP requirements.
* Maintained HTS database for customers by part number allocation.
* Assisted with the implementation and ongoing compliance of a Foreign Trade Zone (FTZ), as well as a bonded warehouse facility.
* Found cost savings for customers with CBP programs (ACE, FAST, BRASS, C-TPAT, ACH, Duty Drawback).
* Audited broker transaction files to improve efficiencies, reduce duplication of efforts, and implement customer oriented entry methods.
* Worked with outside customs brokers to assist in moving cargo through US customs territories.
* License holder and permit qualifier for District 41.

***Importer On-site Operations Manager 02/2005-03/2007***

***Dayton, OH***

Oversaw import and customs brokerage operations for a Tier 1 automotive client while working with various members of the supply chain to ensure on time and under budget deliveries; worked with CBP to ensure that items were cleared efficiently and correctly.

* Acted as primary liaison between Hellmann management and Tier 1 automotive customer (both OEM and resale) while assisting in managing JIT requirements, through regular and expedited movements.
* Created customer specific reports via Microsoft Excel, Access, and Hellmann systems for measurement of freight cost spend, expedited cost tracking, and cost savings initiatives.
* Consulted and advised Acted customer on customs issues, transportation routings / assignments, and correct freight terminology.
* Prepared and issued rate quotations.
* Negotiated and created relationships to achieve the most favorable buying rates with vendors and carriers, ensuring maximum file profitability via control of costs and maximized net sales.

***Import Coordinator 05/2003-02/2005***

***Indianapolis, IN***

Worked with customers on a day-to-day basis on international cargo movement, management, and customs release processing by coordinating with ocean, air, rail, and trucking providers to perform efficient deliveries of cargo to their intended destinations.

* Arranged importation and customs clearance of cargo with required carriers, trucking companies, customs brokers, Hellmann offices, and other parties.
* Conducted break-bulk operations for Hellmann consolidations.
* Ensured customers kept fully informed of transport arrangements and status through regular tracing and pre-advising of shipments.
* Instructed partners on loading configuration of consolidated containers to ensure maximum stowage / profitability, as well as shipping instructions.
* Prepared, issued, and submitted necessary documents to ensure satisfactory importation / customs clearance of cargo.
* Conducted high-level customer management QBRs to discuss improvements, achievements, as well as requirements and strategic planning for future needs of the customer.

**EDUCATION**

MBA in Operations Management, focus in Supply Chain Studies, 2002, University of Toledo, Toledo, OH

BBA in Management, minors in Business Law and Economical Science, University of Toledo, Toledo, OH

**ASSOCIATIONS**

* American Association of Exporters and Importers
* Association of Trade Compliance Professionals
* Society of International Affairs

**LICENSES**

**Licensed US Customs Broker** 12/2004

US Department of Homeland Security, Bureau of Customs and Border Protection

License: 22681

**CERTIFICATIONS**

**Certified Customs Specialist** 01/2008

National Customs Broker and Freight Forwarder Association

**Notary Public** 09/2010-09//2015

State of Ohio

**LANGUAGES**

* English
* Spanish (limited working proficiency)
* Japanese (elementary proficiency)