



# ISABELLA CLARK

Lead Ocean Import Coordinator

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## PROFESSIONAL SUMMARY

Accomplished Ocean Import Coordinator with over 5 years of expertise in managing end-to-end import operations. Proficient in customs compliance, logistics coordination, and optimizing supply chain processes. Demonstrated success in enhancing operational efficiency and delivering exceptional customer service, ensuring timely and accurate shipment handling.

## WORK EXPERIENCE

### Lead Ocean Import Coordinator

📅 Feb / 2021-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Managed daily operations, ensuring timely responses to customer inquiries and issue resolutions.
2. Developed logistics support sequences, optimizing time frames and addressing challenges from origin locations.
3. Expertly utilized LOGIS software for file creation, documentation, billing, and delivery of LCL and FCL shipments.
4. Conducted training sessions for new employees on LOGIS and import processes.
5. Coordinated customer deliveries, liaising effectively with brokers as needed.
6. Mentored new hires, enhancing their understanding of logistics operations.
7. Leveraged extensive email and software skills to facilitate operations with steamship lines and ensure smooth processes.

### Ocean Import Coordinator

📅 Feb / 2020-Feb / 2021

Crescent Moon Design

📍 Portland, OR

1. Coordinated ocean import shipments (FCL/LCL) from booking through to delivery in key markets.
2. Managed regional ISF filings independently, ensuring compliance with U.S. regulations.
3. Oversaw logistics for trans-oceanic and intercontinental trucking, ensuring timely deliveries.
4. Handled billing, collection, and reporting activities, meeting strict deadlines.

## EDUCATION

### Bachelor of Science in Logistics

📅 Feb / 2019-Feb / 2020

University of Southern California

📍 Denver, CO

Focused on supply chain management and international trade.

## SKILLS

Logistics Management



Cargo Tracking



Shipping Regulations



Data Entry Skills



Cost Analysis



## INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

## STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

## LANGUAGES



English



Polish



Swahili

## ACHIEVEMENTS

🌟 Reduced import clearance times by 20% through process improvements.

🌟 Increased customer satisfaction scores by 15% through enhanced communication.