

Christina J. McClelland, LCB, CCS

International Trade Compliance Management

Experienced trade compliance professional who has worked on global imports, exports, and additional government agency reporting across several industries for businesses of all sizes. My background includes working in the brokerage, consulting, and importer/exporter retail sectors of trade compliance.

Relevant Experience

Nordstrom, Inc.

Manager, Customs Compliance, Seattle, WA, July 2021 – June 2022

Oversaw Customs Compliance Department for the US and Canada. I focused on the implementation of the Uyghur Forced Labor Prevention Act. I worked with business and industry partners to identify best practices that Nordstrom can implement for supply chain mapping, product traceability, and document verification for Customs purposes. My other focus area was preparing for the first CTPAT domestic and foreign revalidations since the implementation of both the new Minimum Security Criteria and virtual validation process to maintain Tier III status. I streamlined our CTPAT compliance program for suppliers and incorporated simplified questions that were added into with the CSR audit at no additional cost.

- Prioritized key customs compliance initiatives and developed Customs Compliance strategy/roadmap that added the Forced Labor Program using AI and a proper Denied Party Screen tool to the company.
- Implemented a target operating model that allowed for the continuous improvement of department programs with the team in the ever-changing trade environment to ensure consistency with Import and Exports laws, regulatory, and other trade-related requirements to include effective trade-related policies, procedures, processes, and internal controls; education and training; monitoring and auditing, identification and remediation of program gaps, risk mitigation, and annual threat and risk assessments.
- Established and supported effective program governance and consistent execution, developed key performance indicators, as well as created and supported cross-functional working groups to include compliance, transportation, legal, finance, buying, and other agents of change to support functions for trade compliance matters across the company.
- Worked across the company to identify, evaluate, and implement opportunities to maximize program efficiencies and benefits for the business, including potential benefits realized from available tariff preference programs, first sale, duty drawback, HTS engineering, etc.
- Collaborated with Strategic Sourcing, Security, GRC, and Privacy Assessment partners to review and submit NDA, RFPs, Master agreements, addendums, amendments, exhibits, and schedules of work for potential and current service providers. Supported service providers in completing all assessments prior to starting new engagements.
- Provided key elements needed for end-to-end sourcing tool that would greatly enhance full supply chain mapping to comply with legal and regulatory needs, as well as be able to support compliant usage of preferential treatment programs.

Costco Wholesale Corporation

Customs Compliance Supervisor, Issaquah, WA, October 2017 – July 2021

Managed the USMCA, Supply Chain Security, and Exports and Sanctions programs. These areas expanded exponentially under my tenure and my team was divided up and additional positions were created to support the work. We continually reviewed compliance risks and process efficiencies internally and with 3rd party service providers. My last projects were assisting our legal and sales partners to expand the export program to international locations and working with the Code of Conduct team to develop comprehensive supply chain mapping to ensure ethical sourcing and fair labor practices

- Educate business partners and suppliers to ensure robust understanding of legal requirements and Costco-specific processes on USMCA, Exports, CTPAT, and OEA (AEO).
- Evaluate and implement updated procedures for CTPAT Minimum Security Criteria, changes from NAFTA to USMCA, and support transition from ISA to CTPAT Compliance
- Improved NAFTA duty savings by \$10M overall and \$17,000 per item while decreasing cost spent on eligibility review by \$14,000.
- Accelerate supply chain velocity and decrease costs with Exports and Supply Chain Security through paperless initiatives for agreements, automated reporting for factory audits, and work with service providers to provide Costco with enhanced end-to-end visibility
- Review and approve items for export against CCL and OFAC sanctions and ensure encrypted technologies are mass-market goods or must be submitted to BIS in SNAP-R
- Respond to government inquiries and assist management with audit requests from US, Canada, and Mexico Customs

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[LinkedIn](#)

[Personal Website & Portfolio](#)

Education

University of South Carolina
Columbia, SC

- Sociology with a Cognate in Applied Social Psychology
- Summa Cum Laude

Certifications

Department of Homeland Security

- Licensed Customs Broker #30346

National Customs Brokers & Forwarders
Association of America

- Certified Customs Specialist

Organizations and Awards

- American Apparel & Footwear Association Member
- National Retail Federation
- Footwear Distributors and Retailers of America
- Forced Labor Working Group Committee Member
- CBP Strategy Working Group
- Traceability Committee Founder
- International Compliance Professionals Association
- Alpha Kappa Delta Sociological Honors Society
- Alpha Lambda Delta Honors Fraternity
- Golden Key International Honours Society
- Mortar Board Honors Society Phi Beta Kappa Honors Society
- Junior & Senior Award for Sociology Department
- Abney Foundation Scholarship Recipient
- Aiken County Gamecock Scholarship Recipient
- LIFE Scholarship Recipient
- Magellan Research Scholarship Recipient

Systems and Skills

- Coupa
- Markview
- Trax
- Flex PLM
- Confluence
- ACE Reporting (WeBI)
- CTPAT Portals
- IBM Process Portal
- DocuSign
- CI Manager
- Agile
- Oracle (RMS, GTM)
- Integration Point (OneSource)
- Mainframe & AS400 Software
- UPS Flex Global View
- Brokerage Operating Support System
- Adobe Suite
- Google Suite
- Microsoft Office Suite & Teams
- SAP Powered Programs
- FileNet
- Tableau Reporting
- Archer
- Smartsheet

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United Parcel Service (UPS) – Supply Chain Solutions (SCS)

Division Training Specialist, Auburn, WA, August 2017 - Present

Coordinate training activities with 7 on-site trainers for Seattle, Northern Border, and Southern Border Division. Standardized training materials for consistent information to be taught across Division, prior to being offered a position with a former client.

- Facilitate customer-facing demonstrations and trainings for UPS systems
- Attend industry seminars and internal training webinars for new compliance information
- Analyze business reports to review training deficiencies
- Generate trend reports and provide training recommendations to management and trainers
- Maintain training SharePoint site for training materials and project log

United Parcel Service (UPS) – STTAS

Formerly known as Trade Management Services (TMS)

Trade Compliance Supervisor, Aiken, SC, August 2016 – August 2017

Oversaw team of 20 employees to meet client contractual obligations, ranging from small businesses to Fortune 500 companies. Expanded healthcare industry-related contracts from 3 to approximately 27 clients.

- Conducted customer business reviews to evaluate team key performance indicators, procedures, and updates
- Analyzed financial performance of the workgroup to avoid exceeding established budget
- Evaluated current account processes and developed automated tools for deficits with various software applications, such as DocuSign, Visio, and InfoPath
- Collaborated with IT to review system internal needs and fields for TradeSense, TMS Portal, BOSS feeds, and metadata fields for creating an API to feed into record-keeping system
- Project areas: admissibility requirements, FTA solicitation and qualification, exports, classifications, CF28 responses, binding rulings, and ACE

United Parcel Service (UPS) – STTAS

Trade Compliance Analyst, Aiken, SC, January 2015 – August 2016

Analyzed international import and export classifications and restrictions for commodities for Customs and various government agencies, such as FDA, USDA, Veterinary Services, and EMA.

- Developed and maintained customer and broker databases, standard operating procedures (SOP), scopes of work (SOW), and training guides
- Implemented FTZ Entry Process for TMS with client using Oracle and Integration Point
- Utilized compliance software to communicate trade information for various clients
- Compose binding rulings for submission to Customs and BIS
- Coordinated transportation and entry information for clients using Microsoft Access
- Import specialties: ACE, foreign admissibility, chemicals, biologics, medicaments, industrial supplies, high-tech products, household goods, FDA, USDA, CDC, FWS, DGD, EPA
- Export specialties: requirements, conventions, chemicals (CWC), biologics, medicaments, industrial supplies, and high-tech products, SNAP-R applications, PGA Requirements (FDA, USDA, FWS, CDC)

United Parcel Service (UPS) – Supply Chain Solutions

Customs Brokerage Specialist, Aiken, SC, March 2013 – January 2015

Account lead who oversaw end-to-end from entry, holds, and post-entry reviews on multiple special accounts for Air/Small Package and Ground shipments.

- Substantiated import classifications using General Rules of Interpretation, Chapter and Explanatory Notes, CROSS Rulings, and Informed Compliance Publications
- Maintained extremely high level of speed and accuracy while studying for and passing the Customs Broker License Examination

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Activities

- PNW Importer's Anonymous – Seattle Division Lead
- AAFA Conference Panelist
- United Way Ambassador
- Washington State Bar Association
- Corporate Counsel Section
- Employee Safety Trainer
- Costco Journeys
- Costco Sustainability Committee