

Carolina Oliva

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EDUCATION

Texas A&M International University

Bachelor of Science in Criminal Justice

GPA: 3.0/4.0

Relevant Coursework: Statistics in Criminal Justice & Research Methods

Laredo, Texas

May 2019

WORK EXPERIENCE

San Antonio Shoe Inc.

San Antonio, Texas

U.S. Customs Compliance Supervisor

August 2023- Current

- Report directly to the CFO, providing trade compliance insights and supporting financial planning for material and duty spend.
- Acted as the primary contact for government agencies including CBP, DHS, FDA, USDA, APHIS, Department of Commerce and USTR, drafted responses to requests for information, audits and other inquiries. (CF-28, CF-29)
- Developed and delivered staff training programs on customs and logistics topics such as the Harmonized Tariff Schedule, commodity classification, and customs valuation.
- Managed customs broker relationships across the U.S., Canada, and Mexico, including on-boarding and oversight of compliance procedures for wholesale operations in all three countries.
- Coordinate compliance for imported molds and materials sourced from Mexico and China, ensuring regulatory adherence during multiple cross-border movements between suppliers and U.S. factories.
- Helped lead CTPAT membership efforts by developing and implementing procedures to support supply chain security and coordinating with a cross-functional team spanning Corporate Security, Inventory Management, Logistics, Human Resources and Information Technology.
- Coordinated trade compliance activities with maquiladora partners in Mexico, including Free Trade Agreements (FTA) valuations, bill of materials (BOM) reviews, and rules of origin analysis.
- Gained working knowledge of Mexico's entry writing system (LIA) and participated in reviewing pedimentos to support maquiladora compliance and cross-border operations.
- Acted as the primary contact for Customs System Provider (RB Systems), supporting system updates and integration with compliance processes.
- Leverage ACE Suite and Ace Reports to monitor compliance and support customs entry preparation, ensuring accurate and timely filings with U.S. Customs.
- Reviewed and updated classification stacking order in ACESuite to ensure correct application of reciprocal tariffs, Section 301m and IEEPA measures; guided compliance staff and brokers on implementing changes in written entries.
- Conducted internal investigations of compliance issues and performed periodic internal audits to ensure adherence to U.S. customs procedures.
- Worked with trade consultation form to reestablish and implement the Annual Reconciliation process after years of inactivity, self-taught ACESuite to input reconciliation data and implemented procedures to ensure ongoing compliance.
- Maintained and updated internal databases and Dynamics D365 with accurate HTS classifications and country of origin data.
- Oversaw Customs Compliance team in preparing and submitting customs entries for imported goods.
- Determined applicability of Antidumping and Countervailing Duties (AD/CVD) by analyzing product classifications, supplier data, and trade regulations to mitigate compliance risks.
- Created and populated an excel database covering 500+ shoe styles and colors to calculate cost per pair, assign HTS classifications, and determine country of origin for ACESuite upload, streamlining compliance workflows and improving accuracy.
- Partner with Finance to develop cost analyses and spreadsheets with vendor product data, country of origin, and tariff duties for Procurement planning.
- Monitor government trade changes and new trade agreements to proactively assess impact on imports, materials, and duty rates.

Blanca D. Dominguez, Inc.

Laredo, Texas

Customs Brokerage Manager

October 2019– August 2023

- Reported directly to the owner and served as primary contact for clients on escalated compliance issues, regulatory changes, and sensitive brokerage matters.
- Supervised a team of clerks handling high-volume import/export operations for sea, air, and land shipments of chemicals, metals, lighting goods, and food across US/MX/CA.
- Oversaw daily brokerage activities to ensure compliance with U.S. Customs, FDA, USDA, APHIS and international trade regulations.
- Served as the primary liaison with Government agencies to resolve complex compliance issues and ensure smooth trade operations.
- Acted as primary point of contact for clients regarding escalated issues, regulatory changes, and complex compliance needs.
- Led compliance meetings and collaborated with U.S. Customs Brokers Association on industry regulatory

- changes.
- Maintained CTPAT program requirements in collaboration with the U.S. Customs Broker to support secure supply chain practices.
- Represented the company at Laredo's Licensed U.S. Customs Broker Association Meetings to stay informed on industry changes and strengthen local partnerships.
- Monitored classification processes and guided team during audits to ensure accuracy and protect clients from regulatory risks.
- Oversaw team handling customs entries (CF-3461, CF-7501), ISF Filings, warehouse entries, FTZ admissions, and In-bond shipments to ensure accurate and timely release of goods.

Blanca D. Dominguez, C.H.B.

Laredo, Texas

Customs Brokerage Clerk

August 2016 – September 2019

- Processed customs entries (CF-3461, CF-7501), ISF Filings, warehouse entries, FTZ admissions, and In-bond shipments to ensure accurate and timely release of goods.
- Classified goods using bill of materials and technical specifications to determine correct HTS codes.
- Served as primary point of contact for clients, handling day-to-day brokerage needs, compliance questions, and shipment updates.
- Communicated with government agencies to submit required documentation and resolve clearance issues to avoid shipment delays.
- Researched, analyzed, and evaluated all available information relating to customs compliance, marking requirements, trademarks, classifications, and documentation issues.
- Assisted clients with import restrictions, tariff systems, quotas, and compliance inquiries to ensure smooth brokerage operations.

Raul Garcia Flores & Co. Forwarding Agency

Laredo, Texas

Assistant Account Clerk

July 2013 – July 2015

- Supported cross-border freight forwarding operations between the U.S. and Mexico, assisting with carrier and warehouse processes.
- Helped prepare shipping manifests and reviewed invoices to ensure accuracy and compliance with U.S.-Mexico trade requirements.
- Coordinated with Mexican customs brokers and clients to facilitate timely cargo movement and resolve basic documentation issues.
- Advanced to receiving invoices analyzing and assigning the correct tariff codes in addition to duty rates for various products.
- Constructed and developed new audit financial system via excel to facilitate access to accounts and shipments for internal and external use.
- Learned and applied the basic of tariff classification, assisting in determining HTS codes for imported goods.
- Gained foundational experience in freight forwarding, cross-border logistics, and trade compliance.

LEADERSHIP EXPERIENCE

Laredo's Licensed U.S. Customs Brokers Association, Member

August 2016 – August 2023

- Attended meetings to discuss reasonable and equitable administration of import and export laws and regulations.
- Built strong relationships and collaborated with members to promote customs compliance and protect industry interests.

Criminal Justice Association – TAMIU, Member

August 2016 – May 2018

- Collaborated with peers to organize campus events that informed and engaged the student body.
- Strengthened leadership, communication, and organizational skills through active participation in committee planning.

SKILLS & TRAININGS

Technical Skills

- Bilingual: English and Spanish (Fluent)
- Microsoft Dynamics 365 (D365): Product releases, bill of materials (BOM) analysis, purchase orders and retail order management.
- Customs Compliance Software: Proficient in AceSuite and ACE
- Trade Compliance and Tariff Classification: Extensive knowledge of harmonized tariff schedule (HTS) and customs valuation.
- Import/Export Documentation: Experienced with CF-3461, CF-7501, ISF filings, Type 21 and 31, and warehouse entry procedures.
- Data analysis and Reporting: Expertise in generating reports and analyzing data for reconciliation and compliance audits.
- Microsoft Office Suite: Advanced proficiency in Excel, Word, and Powerpoint for reporting and presentations.

Training and Courses

- Certified Customs Specialist (CCS) Coursework Completed - U.S. Customs regulations and trade compliance (NCBFAA).
- CTPAT Security Training: Focused on importer security, customs broker security, and factory security require-

ments.

Conferences

- Southern Border Conference: Attended annually, 2020, 2021, 2022, 2023