

CYNTHIA D. ALLEN
EXECUTIVE DIRECTOR
AUTOMATED COMMERCIAL ENVIRONMENT BUSINESS OFFICE
OFFICE OF INTERNATIONAL TRADE

Cindy Allen is the Executive Director of the ACE Business Office in CBP's Office of International Trade. She brings more than 20 years of trade experience to the position. Before coming to CBP, she served as the Educational Institute Director with National Customs Brokers and Forwarders Association of America (NBCFAA) in which she facilitated the educational interests of NBCFAA members, its local affiliated associations, and the trade industry overall. She was also an active member of the NBCFAA on several committees including the influential Customs Committee and the Educational Institute Committee. Cindy is past President of the Detroit Customs Brokers and Forwarders Association and was the Trade Chair on the Entry Committee of the Trade Support Network (TSN). Cindy began her career as an import entry analyst at a large Customs House Broker in early 1987 and has worked at several major Canada-U.S. border points, and in the Air and Ocean forwarder environment. During her tenure as a freight forwarder, Cindy became involved in the Transportation Security Administration's (TSA) efforts to continue to regulate the secure transport of freight in the air environment. Her involvement included the opportunity to testify at a U.S. Congressional Sub-Committee hearing on the matter.

The following experiences have helped to shape Cindy's unique focus on customer needs and commodity specific nuances:

- While at a Detroit area forwarder, Cindy served as the main company representative to one of the largest retailers in the U.S. gaining critical insight into the logistics arrangements necessary for successful just in time delivery in the retail environment.
- Cindy was the main compliance contact for a customs brokers' large Canadian steel manufacturing client base, improving not only the customs brokers' compliance rating, but the importers' compliance ratings as well.
- Cindy was instrumental in the design, development, and deployment of one of the most successful privately developed and owned customs brokers operating systems. This gave her significant experience in the technology driven customs and brokerage operational processes.
- Cindy's understanding of the Food and Drug Administration's Bio-Terrorism Act enabled the customs broker who employed her to capitalize on the affected segment by increasing market penetration by over 300%, through an offering of automated and streamlined operations solutions minimizing the Act's impact on both the broker and their client base.

Monica Crockett – Acting Director for Entry Summary, Accounts and Revenue (ESAR), ACE Business Office (ABO), Office of International Trade (OT), Customs and Border Protection (CBP).

Monica Crockett began her Customs and Border Protection (CBP) career in 1992 as an Import Specialist at the port of New Orleans, Louisiana. In 2005, Ms. Crockett joined Headquarters in the Office of Field Operations, Trade Enforcement and Facilitation, Summary and Account Management Division, Summary Management Branch where she managed programs such as Reconciliation and Compliance Measurement. During that time, she was also the CBP co-chair of the Entry Committee and chair of the ADCVD Reconciliation Sub-committee for the ACE Trade Support Network. In 2008, Ms. Crockett was brought on to the Automated Commercial Environment (ACE) project to assist in modernizing Customs systems. She was instrumental in addressing issues within the ACE bond functionality which led to a much needed redesign. While chief for the Post Release Branch, A2.3.1.a (AD/CVD Case Management and Other Functionality) was delivered in ACE. While acting director for ESAR, A2.3.2.a (Post Summary Correction - partial) was delivered in ACE and the Document Image System (DIS) was enhanced to provide CBP and PGA (Participating Government Agencies) users access via ACE. Since these deliveries, Ms. Crockett has been focused on prioritizing and delivering fixes for the many issues users are experiencing in ACE and moving forward to implement change needed to enhance existing ACE functionality.

Laurie Dempsey, Branch Chief, Entry Summary and Drawback, Trade Policy and Programs, Office of International Trade, Customs and Border Protection

Laurie Dempsey is responsible for overseeing the programs and policies related to the entry of goods into the United States. Ms. Dempsey has 19 years of international trade experience, including developing and implementing operational policies for CBP ports of entry, managing tariff rate quotas under various trade agreements, and training foreign governments on CBP regulations and policies. Her favorite part of the job is helping people worldwide understand CBP policies and processes. She is passionate about streamlining government processes and has helped several foreign customs organizations implement electronic certificate processing to eliminate the use of paper documents.

Ms. Dempsey graduated from the University of California (Irvine) with a B.A. in Economics and began working for the U.S. Customs Service as an Import Specialist in 1992. She has two children, Hannah and Andrew. Ms. Dempsey was raised in Alaska, learned to ski before she learned how to ride a bicycle, and thought that moose meat was more or less the same thing as beef until she was 12 years old.

Peter Russell, Senior Import Specialist, Port of Buffalo, Office of Field Operations, Customs and Border Protection

Mr. Russell began his government career 21 years ago and his federal service includes serving four years in the Marine Corps. During the past the past 14 years he has held various positions with the legacy Customs Service and Customs and Border Protection including Customs Inspector, Customs and Border Protection Officer, Entry Specialist, Acting Supervisory Entry Specialist, and Senior Import Specialist.

Mr. Russell has served as the Port of Buffalo's ACE Ambassador for the past five years and his contributions in this area helped to ensure the successful deployment of four releases under ACE Entry Summary, Accounts and Revenue. He is an ACE Subject Matter Expert and his expertise has influenced both national policy and system changes. Further he has served on System Integrated Testing panels and User Acceptance Testing panels to test the functionality and evaluate the effectiveness of ACE. He also serves as the Port of Buffalo's ACE Security Control Officer and lead ACE trainer.

Mr. Russell has received several awards both locally and nationally for his work with ACE and an article highlighting his ACE accomplishments was featured on CBP.gov.

Vincent Annunziato - Acting Director for Cargo Control and Release (CCR), Office of International Trade (OT), Customs and Border Protection (CBP)

Vincent Annunziato began his Customs and Border Protection (CBP) career in 1994 as an Officer at the port of Los Angeles, California. In 2004, Mr. Annunziato was brought on to the Automated Commercial Environment (ACE) project to assist in modernizing Customs systems. He has an extensive background in leading Information Technology programs in the ACE and legacy Automated Cargo Systems (ACS) environments including: Free and Secure Trade (FAST), ACE e-Manifest: Truck (R4), ACE e-Manifest: Ocean and Rail (M1), and legacy Cargo Release systems. With the focus of building an electronic solution for CBP and all government agencies (Single Window Concept), Mr. Annunziato has been instrumental in developing the ITDS Concept of Operations and has lead the data engineering for the Participating Government Agency (PGA) data set. He is currently developing the business requirements for the modernization of Automated Cargo System (ACS).

Craig Clark
Program Manager, Vessel Manifest and Importer Security Filing (10+2)
Office of Cargo and Conveyance Security
Office of Field Operations

Background

Mr. Clark began his career with the U.S. Customs and Border Protection in 2007 in CBP Headquarters in the Secure Freight Initiative Division. Prior to taking on his current program manager role in the Importer Security Filing program in 2010, Mr. Clark was a member of management employed by one of the largest independent booksellers in the United States.