

Stuart Schmidt

As a Manager, Trade Services for UPS Supply Chain Solutions, Inc., (UPS SCS) Stuart is a member of the corporate compliance team that ensures UPS SCS compliance procedures align with Customs and Border Protection and participating government agency regulations. His compliance area of responsibility is primarily the Eastern United States. In addition to providing consultant services to UPS customers he serves as an internal subject matter expert for trade agreements, Foreign Trade Zones, AD/CVD and performance audit programs. In addition to his compliance role Stuart also has responsibility for the brokerage corporate training program. The development of our people through the design and administration of corporate brokerage training supports the UPS SCS organization and our customers.

Prior responsibilities within the UPS SCS organization include managing a NAFTA qualification program, various project assignments and the Indirect Services Team which included establishing centralized customer set up, import bonds, auditing and facility brokerage training.

Stuart has been a member of the Trade Support Network since 2002 and became a Trade Ambassador in 2004. An early champion of CBP's latest commercial trade processing system, the Automated Commercial Environment, he is currently a member of the Accounts, Entry and ITDS committees. In September 2008 he joined the NCBFAA Subcommittee on Automation.

Stuart is currently attending Malone University with a goal of obtaining a Bachelor's degree in Business Administration. He obtained his customs brokers license in 1996 and has an Associate Degree from North Central Technical College.

When he is away from his Cleveland office, Stuart spends time with Linda, his wife of 30 years and their three children Hannah who is 18, Seth who is 17 and Cole who is 16. He enjoys golfing, gardening and reading, but spends most of his spare time taxiing children to and from their extracurricular activities.

**Brandon Lord, International Trade Specialist, ACE Business Office,
Office of International Trade,
U.S. Customs and Border Protection**

Mr. Lord has worked on the Automated Commercial Environment (ACE) system since January 2006. During this time he has served as the team lead in charge of developing program performance measures, documenting business processes and providing data analyses for CBP management. Later, he collaborated with the training team to host a series of ACE Reports workshops for over 150 CBP field personnel from across the country.

He is currently a member of the ACE Business Office where he provides support for various stakeholder engagement efforts and supports a wide range of special projects including ACE reports initiatives.

**Carlos Rodriguez, ACE Account Services Desk Representative
Supporting the Office of Information and Technology,
U.S. Customs and Border Protection**

Carlos Rodriguez has been with the ACE Account Service Desk for the past five years. Based out of the Dallas/Fort Worth area, he is one of the four Spanish speaking members of the ASD Team. Prior to Supporting the Cargo Systems Program office, Carlos worked 10 years for an ABI/AMS software provider and worked for a Freight Forwarder and Customs House Broker in the Miami area.

Julie Ann Parks

Julie Parks is a trade strategist with over thirteen years' operations and compliance experience in the areas of import, valuation, classification, NAFTA, drawback, supply chain security, subsidiary integration, audit, and export. She has an extensive background translating North American Customs requirements into operational efficiencies within the limits of existing systems and business constraints.

Ms. Parks is presently on the board of governors for the American Association of Exporters and Importers. She also co-chairs the Accounts Committee on the U.S. Customs and Border Protection Trade Support Network, providing trade community advice on the development of the Automated Commercial Environment. She is the former vice-chair of the Alliance of Automobile Manufacturers' Customs Committee. Julie is involved in the development of many legislative, regulatory, and policy issues.

Ms. Parks is the Senior Manager for Export/Import Operations at Raytheon Company. Prior to this role, she was the Manager of Customs and Trade at Ford Motor Company and held several positions within the Customs Department at Volkswagen of America, Inc. She has a Masters of Business Administration from Oakland University and is a Licensed Customs Broker since 1999.

Cynthia D. Allen
Executive Director, Automated Commercial Environment Business Office
Office of International Trade
U.S. Customs and Border Protection

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.

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 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 more than 300 percent, through an offering of automated and streamlined operations solutions minimizing the Act's impact on both the broker and their client base.