

L. Craig Austin

MBA LCB CSCP

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LOGISTICS MANAGEMENT

*U.S. Customs / Supply Chain Logistics / Process Improvements / Operations Analysis / Staff Development
Strategic Planning / Sales and Marketing*

A senior export/import and logistics professional with more than fifteen years experience in all aspects of international logistics, CFS & Gateway operations, and supply chain logistics. Consistently able to manage multiple projects with competing priorities involving program development, quality control, and safety initiatives. Demonstrated capability in leading poor-performing groups toward higher productivity and excellence. A change-agent capable of leading corporate transition and process reengineering, possessing superior communication and business development skills with senior and other levels of management and staff.

PROFESSIONAL EXPERIENCE

Adjunct Professor of Logistics & SCM

Florida International University, Miami, FL

04/15-Present

Global Supply Chain Manager

Pole Pixie Inc., Miami, FL

03/13 - Present

- Manage supply chain, including sales, compliance, trade, production & customer service

Consultant to Transition/Creation/Development

Pole Pixie Inc., Denver, CO

04/12 - 03/13

Regional Cargo Ops Manager

Laparkan Trading Inc., Miami, FL

06/11 - 03/12

- Managed NVO multi-site regional sales, whses & international offices throughout Caribbean Region that increased sales 7%
- Developed large logistics projects that entailed vessel procurement, stevedoring, supply-chain mastery, and deep knowledge of global ports & regs
- Negotiated rates across carriers & markets that yielded 20% margins through performance tracking, audits, and contract adherence
- Developed and maintained appropriate metrics that evaluated operational and economic performance in the areas of receiving, shipping, inventory, procurement, production, and all service level offerings
- Ensured healthcare product delivery out of Asia & Europe arrived on time at destination
- Guaranteed monthly logistics budget met by monitoring that each container moved at optimal cost
- Advised various markets on best processes to move cargo efficiently and economically
- Tracked ocean & domestic shipping trends to alert stakeholders of probable forthcoming changes

Manager of Procurement and Logistics**04/07 - 06/11***Nitsua Global Logistics Inc., Miami Beach, FL*

- Direct and control activities of purchasing, demand forecasting, inventory planning, cycle counting, vendor scorecards, CPFR, and MRP/ERP logistics network planning to achieve 17% in cost savings
- Implement Pick and Pack RF order fulfillment system (PkMS) to reduce labor and logistics costs for handling apparel (GOH) 19%
- Manage all break-bulk and export/import gateway operations, including 7512 Inbonds, 1F, FDA, ABI, 3461, 7501 Entries, HTSUS, EEI, & IBEC procedures
- Create inventory system and KPI's for various clients that produced savings of 20%
- Obtained \$2.1M in reductions YTD in client ocean/air costs through audit and negotiations with numerous carriers on behalf of shippers

Ocean/Air Freight Manager**09/98 - 03/07***Tropical Shipping USA, LLC, Miami FL*

- Implemented sales projects and cold-calling marketing efforts that studied historical customer activity, resulting in increased sales 28% within Eastern Caribbean Market
- Engineered new Warehouse Receiving Process (WMS) that cut inbound delivery times and increased business YTD by 14%
- Increased accuracy and compliance (EAR, ITAR, IMO, Inbonds, etc.) in export/import documents through audits, training, and software fixes from 92% to 98%
- Co-created TropAir service with IATA registration and new work process that provided customers with an air service option to complement ocean service

Logistics Supervisor**10/95 - 09/98***REWJB Dairy Plant Associates, D/B/A Farm Stores Inc., Miami, FL*

- Managed all logistical aspects of dairy distribution (DOT, OSHA, FDA, OS&D, FMCSA Hazmat, & HOS) that included fleet dispatch; driver management and training; drug & alcohol testing; equipment maintenance of trucks, trailers, and Thermo Kings
- Converted logistics group to work-measurement standard or metric, resulting in savings of 14% of delivery costs

EDUCATION

- Master of Business Administration (M.B.A.) 1998
Florida International University, Miami FL
- Bachelor of Arts (B.A.), International Relations 1992
Rollins College, Winter Park, FL

PROFESSIONAL CERTIFICATIONS

- U.S. Customs Broker
- Customhouse Broker Permit, Miami District 5201
- Dangerous Goods Certification – Ocean Initial CFR Title 49
- APICS' Certified Supply Chain Professional (CSCP)
- UPS Management By Commitment Certification