

# KIMBERLY DUTT

Powell, Ohio | 614.657.4350 | KimberlyDutt@yahoo.com

Administration • Customer Service

**Supervisory Professional**

Operations • Logistics • Supply Chain

**Proven to manage complex administrative processes associated with global supply chains and logistics coordination**

**Apply strong analytical skills to proactively identify and resolve issues, mitigate risks, and ensure compliance**

**Train, engage, and empower teams, creating high-performance work environments with strong results**

**Cultivate communicative and collaborative relationships across internal and external stakeholders**

## PROFESSIONAL EXPERIENCE

**Honda of America Manufacturing, East Liberty, Ohio**

*Previously under Honda Trading of America and Honda North America*

**Business Administration Export, 2016-present**

*Export Coordination - ISO Lead - Supply Chain Coordination - Project Management*

Account management and communication of cargo for overseas partners. Closely working with supply chain, freight forwarders, international ship lines as well as foreign partners to move cargo globally providing supply chain solutions to ensure smooth manufacturing of product at a reasonable cost and on time delivery. Trained and certified as a ISO 9001:2015 Lead Auditor through QAI. ISO 9001:2015 lead for North America International Operations Office.

**Solenis LLC, Dublin, Ohio**

*Formerly with Ashland prior to the August 2014 sale of the division to an investment group.*

**SUPERVISOR, GLOBAL TRADE MANAGEMENT IMPORT/EXPORT, 2016-present**

**LEAD, GLOBAL TRADE MANAGEMENT IMPORT/EXPORT, 2013-2015**

*Import/Export Coordination - Customer Service - Supply Chain Coordination - Issue Resolution - Project Management*

Play a key role in leading a group of 6 Global Trade Coordinators in managing end-to-end import/export processes—associated with importing and exporting chemicals from the U.S. and Canada—and ensuring procedural execution and total compliance. Facilitate the talent acquisition process, interviewing, onboarding, and training associates to support global initiatives. Establish and communicate KPIs, manage budgets, and drive the achievement of project deliverables and timelines. Review and report on performance goals and actuals, monitoring workflow and outcomes to ensure alignment with expectations.

*"Kim is an extremely motivated and passionate person who always goes above and beyond in everything that she does. Her leadership approach allows her to establish intent with her team which helps create an environment of trust and support within the group."*

— LinkedIn Recommendation

- ▶ **Nominated for the President's Roundtable Award based on leadership during the company's transition;** opted to not relocate out-of-state on company announcing their move; currently training replacement to ensure a seamless transition.
- ▶ **Designated as the subject matter expert (SME) in the SAP Fusion Project,** deploying platform across multiple regions, providing online training for foreign affiliates, and troubleshooting "go-live" issues impacting operational effectiveness.
- ▶ **Navigated changes associated with the sale of the division from Ashland,** proving to be a strong team member throughout the process, redeveloping the training program, and earning the Peer Award for demonstrating guiding company principles.
- ▶ **Earned the Solenis Outstanding Achievement Recognition (SOAR) Award** for delivering exceptional service to a supply chain partner while coordinating a complex shipment requiring extensive supplier, plant, and freight forwarder coordination.
- ▶ **Contributed to preparing for, and documenting processes to achieve, the Customs-Trade Partnership Against Terrorism (C-TPAT) designation,** applying expert knowledge of export control jurisdiction, DEA, FDA, and EPA regulations.

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**EXPORT COORDINATOR, GLOBAL TRADE MANAGEMENT, 2012-2013**

*Process Management - Regulatory Compliance - Documentation & Tracking - Risk Mitigation*

Managed the administrative process for export orders, entering terms, setting up accounts, and producing commercial invoices, packing lists, bill of ladings, and shipper's letter of instructions. Monitored daily progress of import/export orders, requested bookings from freight forwarders, and mitigated delays through quality control and regulatory compliance.

- ▶ **Spearheaded the redevelopment of the Global Trade Management Export training program**, updating training materials to reflect current processes and best practices; earned recognition for contributions to organizational effectiveness.
- ▶ **Ranked as one of the highest performers on the team in terms of productivity**, and repeatedly asked to engage in special projects outside of day-to-day administrative, logistics, and supply chain coordination functions.

**CUSTOMER SERVICE / ACCOUNT SERVICE REPRESENTATIVE, 2006-2012**

*Process Oversight - Relationship Cultivation - Customer Service Excellence - Logistics Coordination*

Earned rapid promotion from Customer Service to Account Service Representative, supporting diverse product lines throughout tenure and demonstrating flexibility while working under the leadership of 4 supervisors. Managed administrative, customer service, accounting, and logistics coordination functions in support of strategic accounts. Reconciled consignment orders, coordinated billing, managed inventory, and resolved issues impacting timely processing.

- ▶ **Developed collaborative relationships with key stakeholders**—sales team and internal and external vendors—supporting efficient and effective processes associated with the management of key accounts such as Thermal Spas and Viking Yachts.
- ▶ **Supported new business development and account management functions**, working in tandem with individual sales producers to identify and act on upselling and incremental revenue opportunities.
- ▶ **Earned Customer Service Representative Recognition** in part for efforts rekindling relationships with clients and accounts.

## EDUCATION & TRAINING

Franklin University, Columbus, Ohio

**Bachelor of Business Administration (BBA)**, *graduated Magna Cum Laude*

*Academic Honors —*

*President's List; 4.0 GPA; Sigma Beta Delta International Honor Society for Business, Management, and Administration*

Terra State Community College, Fremont, Ohio

**Associate of Applied Business (AAB)**

Chemical-terrorism Vulnerability Information (CVI) Certification

Hazmat Training; HMT 219: Shipping Hazmat by Air-Ops

## TECHNOLOGY

AES Direct; Amber Road; Cass Information Systems; Office 365; Open Text Content; SAP; Trade Point Systems, AS400