

Jim Masloski

Customs Brokerage Leader | Chief Digital Officer | Import/Export | Process Improvement | Customer Service | Operations |

Summary

TENACIOUS, PERFORMANCE-DRIVEN CUSTOMS BROKERAGE LEADER - Streamlining processes and providing the highest level of service to customers.

Since 1996 I have been with Norman G. Jensen, Inc. (NGJ), a major provider of U.S. and Canadian customs brokerage, freight forwarding, warehousing, distribution, and consulting services to thousands of North American importers and exporters. During this time I have built a well-rounded background that touches all facets of the business in an Automated Commercial Environment.

EXCELLENCE AT NGJ

At NGJ, we take great pride in adding value to our customers' cross-border trade by ensuring that their products are smoothly and expeditiously moved across the borders of North America.

We provide the most complete U.S./Canadian border coverage in the industry, as well as an impressive array of software solutions for small, medium, and large importers and exporters.

Currently I am the Southern Border Regional Manager and Automation & Centralization Director of our processing center in Sioux Falls, SD, where I manage all electronic customer communications and play a key role in directing operations, production, customer service, and new business development. I am able to talk to a farmer in the field about the most efficient way to get his product across the border and am equally comfortable making a presentation on process improvements to Senior Executives.

INNOVATION AND EFFICIENCY CONTRIBUTIONS:

Initiated, presented, and directed the implementation of process improvements from cradle to grave, including the development of software to improve processes for cross-border trade.

Using my unique ability to work the simplest task through to the end product, whether it is a project or procedures, I am skilled at developing software and procedures that save time and reduce costs in international trade.

When you need an expert in the customer brokerage industry, contact me at – 605.951.0078 or jmasloski@ngjensen.com .

Experience

Automation & Centralization Director / Southern Border Regional Manager at Norman G. Jensen, Inc.
May 2011 - Present (1 year 9 months)

Increased the number of entries processed in ACE - seamlessly opened a new Production Center that processes 12K entries a month with 8 employees. Resulted in 55% profit margin increase for these entries.

Western Regional Manager at Norman G. Jensen, Inc.

January 2009 - April 2011 (2 years 4 months)

Worked with Information Services Department in Call center development and roll out. Increased productivity standards from 23 entries to 35 entries per day and standardized interactions with customers.

During economy slowdown when entire company was down 20%, division kept profit margin at 96.4% of previous year and increased 17% the following year.

Innovatively developed iPhone and Android applications for ACE manifest tracking

General Partner at JT Solutions, LLC

1989 - 2010 (21 years)

Software development

Central Region Manager at Norman G. Jensen, Inc.

June 2005 - December 2008 (3 years 7 months)

Consolidated Operations in ND, MN, MT, ID. Implemented uniform auditing process across 4 states. Standardized release and entry process for two of the largest ports for NGJ. Improved billing days from five days to two days.

Developed business model for E-manifest product (ACE Manifest) with 1300 customers utilizing product. Integrated manifest and entry data. Worked with Operations staff and developers to build user interface program. Developed program and built and deployed 7 kiosks throughout Prairie Region.

Port Manager at Norman G. Jensen, Inc.

April 1996 - May 2005 (9 years 2 months)

Consolidated North Dakota ports of entry and increased revenue by 18% over 18 month period. Developed business plan for Canadian Brokerage office that currently does over \$1M in business.

Assisted in development and implementation of FDA Bio-terrorism Act Regulations; implemented, trained, and presented on this topic.

Infantry at US Army 82d Airborne Division

1984 - 1988 (4 years)

Team Leader & Squad Leader

1 recommendation available upon request

Certifications

Licensed Customs Broker

U.S. Customs and Border Protection License 12485 April 1991

National registered Emergency Medical Technician - Intermediate

National Registry of EMT's April 1991 to April 1997

Volunteer Experience

Volunteer Driver at Pembina Ambulance Service

December 2011 - Present (1 year 2 months)

Driver for Volunteer Ambulance

Defensive Coordinator at North Border High School

January 2005 - November 2011 (6 years 11 months)

I volunteered my time as a defensive coordinator with the local High School Football team.

Skills & Expertise

International Logistics

Customs Regulations

Export

Shipping

International Trade

Import

Freight Forwarding

Rapid Application Development

Automated Processes

Transportation

Logistics

Warehousing

Supply Chain

Agile Application Development

Agile Project Management

Rapid Prototyping

Automated Export System

Education

ICS

Business Management

Interests

Hunting, Fishing, Outdoor activities, Traveling

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1 person has recommended Jim

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— **John L.**, *82d Airborne Division, US Army 82d Airborne Division*, worked directly with Jim at US Army 82d Airborne Division

[Contact Jim on LinkedIn](#)