

9881 NW 26TH Street

MARIA RENDON

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OBJECTIVE

Experienced customer service and account representative on the private sector, seeking to gain experience in government policy and administration with a great interest in national security procedures and implementation.

EXECUTIVE SUMMARY Personable and accomplished professional with extensive people skills and experience in Clients Relations, Sales and Documentation with a background in Marketing and Communications. Ability to develop, maintain and strengthen business relationships with clients. Pleasant personality, hard working, dedicated to customer satisfaction and positive results.

PROFESSIONAL EXPERIENCE

WRT World Enterprises- Miami, FL
INTERNATIONAL TRAFFIC ACCOUNT REPRESENTATIVE
Jan 2013-PRESENT

- Manage all USA traffic and logistics for main customers in Ecuador and Central America.
- Handle shipping process from the USA to these destinations including requesting quotes and bookings, reviewing tariff rates, coordinating validations, following U.S. Customs export rules and compliance, directing loads, contacting suppliers and handling all the documentation needed for clear cargo at destination.
- Interacting with the main shipping line commercial representatives for the opening and maintenance of contracts as WRT- USA contract representative, and act as a liaison between them and customers at destination.

AGUNSA USA, INC. (As Agent of CCNI Shipping Line) - Doral, FL
CUSTOMER SERVICE AND SALES EXECUTIVE
2012-2013

In charge of dealing with USA customers to facilitate all shipping process including:

- Booking requests for Full Container Loads shipments.
- Coordinate spotting with dispatchers, quoting inland freights, reviewing contract terms; working closely with Equipment & Hazardous and Sales departments to ensure accuracy and highest level of service.
- Communicating with existing and potential customers and responding to pricing inquiries, providing accurate and timely information.

- Monitoring shipment status, addressing issues with CCNI main offices in Chile and managing shipping contracts with CCNI and processes involved with Federal Maritime Commission regulations.
- Addressing inquiries from U.S. Customs agents regarding customers' shipments to ensure compliance of export regulations.
- Managing the bill of lading process for all shipments out of Port Everglades and the out ports (East Coast and West Coast, USA).
- Sending manifests of cargo to port agents and all documentation to US Customs.
- Following up on changes and corrections with customers and transmissions of any updated information to agents overseas.
- Processing IMO to all shipments out of Port Everglades.
- Following approval or rejection with the vessels operators and informing customers of the status of their hazardous cargo.
- Sending hazardous manifest to port agents and all agents in ports overseas.

EDUCATION

Bachelor of Public Administration Florida International University, August 2015-Present.

Bachelor & Master of Public Administration Joint Degree Program (Spring 2017- Present)

Undergraduate Certificate in Latin American and Caribbean Studies.

Undergraduate Certificate in National Security Studies.

Associate in Arts Miami-Dade College, 2012-2015

Social Communication (Advertisement and Marketing)

Universidad Casa Grande (Guayaquil-Ecuador), 1999-2000

COMPUTER LITERACY

Windows, Mac OS X, Microsoft Office, proprietary database and business systems.

LEADERSHIP EXPERIENCE

- UN Women United States National Committee - Florida International University Club- Board of Directors Assistant Secretary 2016 – 2017.
- Alliance for Global Justice (AfGJ) Online Intern Spring 2017.
- Volunteer Catechist Founder of the CCD program of Our Lady of Guadalupe Catholic Church Doral, FL 2008-2012 and Active Volunteer Aide of the CCD Program-Present.
- Volunteer Team Leader – Hillary Clinton 2016 Campaign- Miami, FL - Wynwood Headquarters.

AWARDS

- FIU Global Medallion Recipient Fall 2017
- National Conference for College Women Student Leaders Scholarship Spring 2017
- American Society for Public Administration (ASPA) South Florida 2016-Outstanding Student Member of the Year Award.

MEMBERSHIPS:

- U.S. National Commission for UN Women 2016- Present.
- American Society for Public Administration (ASPA) South Florida Chapter Member 2016-Present.
- International City/County Managers Association at Florida International University ICMA-FIU Member 2016- Present.