



CITY OF NEWBURYPORT
OFFICE OF THE MAYOR
SEAN R. REARDON, MAYOR

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To: President and Members of the City Council
From: Sean R. Reardon, Mayor
Date: May 8, 2023
Subject: Re-Appointment

I hereby re-appoint, subject to your approval, the following named individual as a member of the Harbor Commission. This term will expire on June 1, 2026.

James Knapp
24 Cutting Drive
Newburyport, MA 01950

JAMES KNAPP

24 Cutting Drive, Newburyport, MA 01950 | 978-500-6611 | james.knapp13@gmail.com

SUMMARY

- Over 20 years of experience in international trade and domestic transportation.
- Roles in customer service, management and pricing for air and ocean cargo
- Keen eye for attention to detail, building strong internal and external relationships, business process management

CERTIFICATES & COMPUTER SKILLS

Certificates

- IATA / FIATA – May 2009

Software

- Microsoft Office, Lotus Notes, Adobe

EXPERIENCE

BOC International

- Customer Relationship Manager, *BOC international Inc.*
- July 2015 - Present
- Oversees customer implementation and development.
 - Manages customer business reviews and pricing.

Expeditors International or Washington

- Import Transportation Customer Service Lead, *Expeditors International of WA*
- September 2014 – July 2015
- Ensures that the customer service team is working closely with our external and internal customers to ensure that all of their needs are being exceeded.
 - Works closely with warehouse personnel to make arrangements for the receipt of ocean and air inbound cargo on a daily basis.
 - Responsible for the air import pricing and route development for New England.
- Inbound & Outbound Transcon Lead, *Expeditors International of WA*
- March 2014 – September 2014
- Oversaw several projects that included bringing in time definite shipments of construction material and finished goods for new store launches.
 - Cross trained in both inbound and outbound operations to provide support to both teams and train additional personnel as well.

April 2010 – March 2014 Air Import Manager, *Expeditors International of WA*

- Responsible for the growth of the Air Import market for New England while managing the operational procedures for our team of 4.
- Worked closely with airline partners to put consol programs into place and worked closely with their local terminal operations to ensure that freight was turned around timely.
- Traveled to Hong Kong and Shanghai to form stronger operational relationships with our offices in these region and to develop pricing strategies to increase our revenue potential.

April 2006 – April 2010 Import Transportation Supervisor, *Expeditors International of WA*

- Worked with an experienced team to put processes in place to become a more efficient and productive department.
- Oversaw the daily operations for the ocean and air import transportation teams that consisted of 8 members.
- Managed the account receivables and payables on a weekly basis and reported back to the Finance Manager on the progress of collections.
- Performed audits on our service providers to ensure that they met Expeditors standards for insurance and compliance

Feb 2005 – April 2006 Management Trainee Program , *Expeditors International of WA*

- Chosen from an extensive field of candidates to learned all aspects or international freight forwarding, customs compliance, distribution services, and domestic transportation.
- Became Dangerous Goods Certified in Ocean, Air and Domestic transportation
- Relocated to Washington DC to support a growth potential for an account and trained additional personnel in the process.

Jan 2004 – Feb 2005 Air Export Night Operations , *Expeditors International of WA*

- Worked within a team setting to process house air waybills for customers all over New England to ensure that these shipments moved on a nightly line haul truck to New York for consolidation

City of Newburyport

Feb 2008 – Present Harbor Commissioner, *City of Newburyport MA*

- Focused on supporting the Harbor Master to operate within his budget and ensure that the city's best interests are being taken into consideration.
- Worked to have the City of Newburyport be named the 13th "Coast Guard City" as designated by the United States Coast Guard and Congress.
- Developed plans for a new Harbor Master and transient boaters facility.

EDUCATION

June 2004 International Maritime Business, *Massachusetts Maritime Academy*