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## Celebrating the CBSA Stars of 2018!



Members of the Canadian Society of Customs Brokers (CSCB) have uniquely close ties with Canada Border Services Agency (CBSA) staff across the country. We work in the same locations all across Canada, we share a common interest in keeping Canadians safe while facilitating trade, and we even speak the same language of Customs compliance and border management.

Every year, CSCB members recognize CBSA staff across the country for doing their job with knowledge and goodwill and making a positive difference to the trade community every day. The recognition may be for a single situation which made a difference, or for an ongoing attitude of cooperation and professionalism. We thought we'd find stories at a local port, a regional office, or at national headquarters, and the only restriction was that we wanted this recognition to be for the efforts of people below the senior management level.

We think of these people as CBSA Stars.

Let's meet the twenty nine CBSA Stars of 2018 and their nominators.

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### **CBSA Star**

**Baljit Bhatti, Superintendent,  
Pacific Region**

### **Nomination**

Diana Mihaila of LEI Customs Brokers Recognized Baljit Bhatti. "Baljit is very efficient, and quick, always calling back and advising solutions. A pleasure to deal with her."

**Bob Brown, Pacific Region**

Darren Turnbull of Pacific Customs Brokers recognized Bob Brown.

"I have been dealing with Bob for many years and he has always been great, very helpful and always accessible!"

**Sheri Buswell, Superintendent,  
Pacific Region**

Rosanne Williams of LEI Customs Brokers Inc. recognized Sheri Buswell.

"Sheri is a wealth of information and we are extremely lucky she is willing to share her knowledge and time with us. What she may not know she will dig into and provide insight. In my opinion, there is nothing worse than reaching out for guidance and not getting any response. I can ALWAYS count on Sheri for direction and guidance."

Bob Clair of Pacific Customs Brokers recognized Sheri Buswell. "Sheri was a great source of information when we recently had some questions regarding how SWI would impact the clearance of cars from Japan. If she doesn't answer her phone which she usually does, she always returns your call very promptly, furthermore, she is always very professional."

Dave Bucholtz of Pacific Customs Brokers recognized Sheri Buswell.

"It is very refreshing to have someone in the Longroom that you can access and will actually work with the brokers to get results on any number of issues."

Dianne Bergeron of Pacific Customs Brokers recognized Sheri Buswell.

"Sheri Buswell actually calls back! She has worked with me on a few issues. One example is regarding a new importer who was bringing in some go-carts that had gas power engines. When Environment Canada said they were not admissible - the client asked if we could get the permission to remove the engines and allow the frames - so he would not lose all the investment.

Sheri helped us to talk to Environment Canada officer and get all the approvals needed to get the engines removed - and the frames allowed.

The client was able to take his go-cart frames - buy motors in Canada and install them and open his adventure park with a cool outdoor go-cart track."

Melissa Paskaruk of Pacific Customs Brokers recognized Sheri Buswell.

"Sheri is fantastic! Whenever we have an issue with a reject or a shipment that needs processing she will always take the time to work through it with us, and will also work with us and other officers to understand procedures."

**Daphne Chin, Superintendent,  
Pacific Region**

Ken Nord of Panalpina Inc. recognized Daphne Chin. "A junior hockey team made the unfortunate mistake of shipping some fresh dairy coffee creamers with their hockey supplies and equipment. Superintendent Chin acted quickly and efficiently to have the rejected coffee creamers removed from the shipment by local Border Services Officers. The team received their shipment on time and progressed to the quarter finals. Team Canada, including the CBSA, met each challenge head on and hosted successful games!"

**Seema Sagar, BSO, Pacific Region**

Diana Mihaila of LEI Customs Brokers recognized Seema Sagar. "Seema is very efficient, very kind, and always following up with us. An absolute pleasure to deal with."

**Michelle Stanswroth, eManifest,  
Pacific Region**

Darren Turnbull of Pacific Customs Brokers recognized Michelle Stanswroth. "Overall fantastic to deal with! Always helpful and accessible!"

**Darren Gee, Verification Officer,  
Prairie Region**

Cathy Malone of Near North Customs Brokers recognized Darren Gee. "I worked with Darren on a very large verification audit and he was very understanding and helpful."

**Mary Harder, Senior Officer Trade  
Compliance, Trade Operations  
Division, Prairie Region**

Wallace Portella of Near North Customs Brokers recognized Mary Harder. "I am currently dealing with Ms. Harder on a potential huge payout. She has been willing to help and is very carrying about the Canadian importers. She has provided ideas on how to soften the blow to the importer and provided contacts to set up payment installments."

**Catherine Anderson, Senior Officer  
Trade Compliance, Prairie Region**

Bob Cowie of George H. Young & Co. Ltd. recognized Catherine Anderson. "With all the surtaxes imposed on Canadian businesses, Catherine has been an immense valuable research resource to answer some of the questions posed by both Brokers and importers. Catherine and her team made arrangements to meet with a large bus manufacturer and many of their suppliers to advise on the type of programs and information required to secure refunds on the impacted products being imported. Notwithstanding the information she has provided to our staff with regards to Duty Drawbacks and Duties Relief Program opportunities."

**Tim Hink, Superintendent, Prairie Region**

Kim Ross of GHY International recognized Tim Hink. "We had a rail shipment that went up for exam. CN did not arrive the freight even though it arrived and was sitting waiting for inspection. CN indicated that the goods were in fact "arrived" but CBSA did not have that in their system. A week went by. We were persistent in calling both CBSA and CN. Storage accumulated. Tim worked his magic with CN. He saved my client additional storage fees. Even though my client still had to pay storage we all appreciated Tim's help - especially me!"

**Guy Belanger, Manager National Payment Centre, Headquarters**

Barb Miller of Expert Customs Brokers recognized Guy Belanger. "Expert has been working with Guy and his team for over a year to reconcile ARL payments with CBSA. Some accounts were not adding up but Guy has been remarkable at his commitment to following things through. Guy has always been easy to access, follows up on emails and distributes tasks internally that need attention. He has spent hours in trying to clean up accounts with Expert. On a trip to Ottawa he took the time to meet up brokers simply to have a face to face and commit to helping every broker reconcile any issues with their account. Guy does not miss a beat ... It is impressive the commitment he makes to our industry!"

**Stéphanie Brière, Manager, Programs Branch, Headquarters**

Carol West of CSCB recognized Stéphanie Brière. "I've had the chance to see Stéphanie at work here in Canada, and representing CBSA at the World Customs Organization in Brussels. In the middle of detailed discussions about e-commerce, surrounded by stakeholders with very different and often ambitious agendas, Stéphanie always listens with an open mind, and has an ability to get to the heart of what are often complex ideas and processes. She also understands the hard work that needs to be done to make things happen - whether it is sketching flow charts, talking with people about options, or helping out administratively after hours. Stéphanie does all this with goodwill. She is a pleasure to work with, always striving for the best result for CBSA and its stakeholders, especially those of us in the private sector. We wish her every success as one of our 2018 "CBSA Stars"! "

**Raymond Dubois, Enforcement Officer Compliance Unit, Headquarters**

Wallace Portella of Near North Customs Brokers recognized Raymond Dubois. "Raymond is always willing to respond to SIMA questions. Even if it is a day to day question. The entire SIMA division is awesome and always willing to go the extra mile."

**Rosaire Gauvin, Senior Financial Analyst, Headquarters**



Shawna Wilson of Near North Customs Brokers Inc. recognized Rosaire Gauvin.

“Rosaire has been very helpful throughout the implementation and reconciliation of ARL. He has assisted us with various issues from misapplied payments and/or credits to working with us to reconcile our Broker ASEC. His continued assistance and professionalism has been greatly appreciated.”

**Becky Illson-Skinner, Senior Program Officer, Headquarters**

Laurie Pasher of Livingston International Inc recognized Becky Illson-Skinner.

“Becky Illson-Skinner and Nathalie Jubainville have been instrumental in helping us through our Single Window challenges. They respond quickly on every request and are extremely knowledgeable. Without them, I would have been lost. They hear from me, often several times a week, requesting investigations, fielding my questions, validating requirements and much more. They are very open to discussion, and listen to my thoughts and ideas, and bring them back to their team...”

They are both very personable, and speaking with either of them is a wonderful client experience. I can’t say enough about them and their contribution to Single Window and helping Livingston through the certification, testing, and production processes!!”

Kim Campbell of mkmarin trade services inc. recognized Becky Illson-Skinner.

“Becky works tirelessly on our behalf in a very challenging portfolio at CBSA- SWI. She handles all inquiries and requests in a very efficient and friendly manner. There is never a doubt in my mind she is working to accommodate or answer every request. I can not imagine where this project would be without her. Not only does she deserve this recognition, she deserves some kind of special medal!”

**Nathalie Jubainville, TCCU & SWI Working Group, Headquarters**

Laurie Pasher of Livingston International Inc recognized Nathalie Jubainville.

“Nathalie Jubainville and Becky Illson-Skinner have been instrumental in helping us through our Single Window challenges. They respond quickly on every request and are extremely knowledgeable. Without them, I would have been lost. They hear from me, often several times a week, requesting investigations, fielding my questions, validating requirements and much more. They are very open to discussion, and listen to my thoughts and ideas, and bring them back to their team...

They are both very personable, and speaking with either of them is a wonderful client experience. I can't say enough about them and their contribution to Single Window and helping Livingston through the certification, testing, and production processes!!”

**Mohammed Kamruzzaman, Senior Enforcement Officer, Headquarters**

Diana Mihaila of LEI Customs Brokers recognized Mohammed Kamruzzaman.

“Mohammed is very helpful when it comes to our SIMA inquiries. His replies are so detailed and explicit that we actually learn from them, and for that we would like him to be acknowledged as a CBSA Star. He is a star for me/us (LEI) for sure.”

**Kimberley Montgomery, Team Lead, Payment Processing Centre and Accounts Receivable Management Finance and Corporate Management Branch, Headquarters**



Amy Hartwell of Near North Customs Brokers Inc. recognized Kimberley Montgomery.

“When faced with ARL-related delays or issues needing escalation, I could reach out to Kim.

Kim would in a timely manner escalate to the correct person and ensure speedy handling.

Your help, response times, escalation and information regarding ARL has been very valuable. Myself and our team here really appreciate your attention and support to resolve old, delayed and important issues.

Thank you Kim!”

**Rachel St-Aubin, Enforcement Officer, Programs Branch, Headquarters**

Wallace Portella of Near North Customs Brokers recognized Rachel St-Aubin.

“Rachel is always helpful and takes time to explain her requests. She has helped me through all audits she requests information about.”

## CBSA Star

## Nomination

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**Christos Bakalakis, Manager,  
Regional Programs, Trade  
Operations Division, Ontario  
Region**

Namita Murti of A & A Contract Customs Brokers Ltd. recognized Christos Bakalakis.  
“Chris is simply phenomenal when it comes to knowledge sharing regarding B2s and other Trade Compliance issues. I don't hesitate to contact him when I have a question, because I know he is going to respond. He definitely deserves to be recognized, no doubts that he is a Star!!”

**Mala Boodram, Verification  
Officer, Ontario Region**

Martha Kirby of Thomson Ahern & Co. recognized Christos Bakalakis.  
“Chris is very responsive and helpful whenever I have contacted him for advice on procedures from CBSA. He is informative, knowledgeable and prompt in his responses. His assistance is greatly appreciated.”

**Jowita Klyszejko, BSO, Ontario  
Region**

Cathy Malone of Near North Customs Brokers recognized Mala Boodram.  
“I worked with Mala on several verification audits and she was very helpful.”

Barb of Livingston International recognized Jowita Klyszejko.  
“Jowita and Justin are both extraordinary officers that are always willing to take the time to answer any questions, explain their reasons why they can or can't process an entry. They both will always approach the window when needed in a very professional manner. I have worked with them both for many years, and it's always a pleasure. Great asset to the Hamilton Airport.”

**Chris Millar,  
Superintendent, Ontario Region**

Jocelyn Pike of UPS Canada recognized Chris Millar.  
“Chris is very approachable. With all the new changes coming in for carriers and brokers with ACI and SWI he is always available to assist.. He takes the time to discuss and educate the carriers and brokers. He encourages regular dialogue with those who transact business in his port. CBSA is well served by Chris Millar”

**Joe Salamon, Toronto Trade Appeals Unit Recourse Directorate, Finance and Corporate Management Branch, Ontario Region**



Wally Portella of Near North Customs Brokers Inc. recognized Joe Salamon.  
“Joe is always very helpful in explaining the issues at hand. He is also always very courteous and professional. We appreciate his knowledge and explanations which shows his excellence in service and support.”

**Justin Smith, BSO, Ontario Region**

Barb Earl of Livingston International Inc. recognized Justin Smith.  
“Justin and Jowita are both extraordinary officers that are always willing to take the time to answer any questions, explain their reasons why they can or can't process an entry. They both will always approach the window when needed in a very professional manner. I have worked with them both for many years, and it's always a pleasure. Great asset to the Hamilton Airport.”

**Jeff Wilkinson, Senior Officer Trade Compliance, Trade Operations Division, Ontario Region**



Wallace Portella of Near North Customs Brokers recognized Jeff Wilkinson.  
“Mr. Wilkinson was a pleasure to deal with. He was always ready and willing to speak about the audit we worked on together. He sat on a conference call with us and the importer to clearly explain CBSA's position. Not combative ever.”

**Charles-Étienne Leroux, eManifest Support, Quebec Region**

Ted Chazin of C.H. Robinson Worldwide Canada, Ltd. recognized Charles-Étienne Leroux. "BSO Leroux and his team are an invaluable asset for CBSA in Montreal supporting the eManifest multimodal freight forwarder housebill. He has an incessantly pleasant demeanor, always finds a way to help out with eMan related problems and has become an expert troubleshooter. I commend his work and attitude .. and offer my nomination for him to be considered as a CBSA Star."

**Marie-Eve Renaud, Senior Officer Trade Compliance, Quebec Region**

Emma Million of Omnitrans Inc. recognized Marie-Eve Renaud. provided us with the email address for DHL Express' Customs Brokerage inquiries for our future reference. We truly admire Ms. Renaud's take charge attitude and appreciate her advocating for us on this issue with DHL Express directly. Her support on resolving this matter was invaluable."

**Craig Smith, Commercial Officers, Atlantic Region**

Christine DeCoste of PF Collins Customs Broker Ltd. recognized Craig Smith.

"We had 2 separate occasions with multiple containers on Carnet's that came into the Port of Halifax. Each time, these were a Rush - to have the Carnet's stamped and get the cargo moving to it's Venue(s). Both times our customer was anxious about the job not getting done and delays - however Craig worked with us, and with his own team and made it happen - without delay. He was always very professional, helpful and kept us updated on how the process was going to happen. Very impressed with how he handled both shipments."

[View the list of all recipients.](#) To view articles on past Stars and ceremonies, please refer to [2012](#), [2013](#), [2014](#), [2015](#), [2016](#), and [2017](#).

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Topic(s) Your Association / Association Business

Information Source Canada Border Services Agency (CBSA) / Canadian Society of Customs Brokers (CSCB)

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